

## Person Specification

<b>JOB TITLE:</b>	<b>Cemeteries and Crematorium Technician</b>	<b>POST NO:</b>	<b>008004</b>
<b>SCALE:</b>	<b>Grade 5</b>	<b>DEPARTMENT:</b>	<b>Resources</b>
<b>DIVISION:</b>	<b>Customer Services</b>	<b>DIRECTOR:</b>	<b>Peter Carpenter</b>
<b>DATE:</b>	<b>30 July 2021</b>	<b>COMPLETED BY:</b>	<b>Danny Corr</b>

[ At the end of each criteria the following codes are used to indicate how the criteria will be assessed: (A) Application / (I) Interview, (P) Presentation, (W) Written Test. Add any other codes used here.]

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>Knowledge of Health and Safety in the work place and in particular manual handling (A/I).</li> <li>The ability to demonstrate an understanding of good customer care (A/I).</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of cemetery, burial and funeral practices (A/I).</li> <li>Knowledge of cemetery memorial fixing/erection techniques (A/I).</li> <li>Knowledge of amenity horticulture procedures and practices (A/I)</li> </ul>
<b>SKILLS &amp; ABILITIES</b>	<ul style="list-style-type: none"> <li>The ability to work as part of a team (A/I).</li> <li>Effective written and oral communication skills (A/I).</li> <li>Ability to maintain accurate records (A/I).</li> <li>Ability to lift, using correct manual handling techniques, memorials or sections of memorials and testing equipment (A/I).</li> </ul>	<ul style="list-style-type: none"> <li>Computer and keyboard skills (A/I).</li> <li>The ability to operate a range of amenity horticulture machinery (A/I)</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>Experience of dealing with the public and external organisations on the telephone or in person in a professional and sensitive manner (A/I).</li> <li>Experience of working out of doors in all weather conditions (A/I).</li> </ul>	<ul style="list-style-type: none"> <li>Experience of working in a cemetery environment (A/I).</li> <li>Experience of installing and repairing memorials (A/I).</li> <li>Experience of working in an amenity horticulture environment (A/I)</li> </ul>

<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• A willingness to attend and pass NAMM courses on memorial testing and re-fixing within 6 months of appointment (A/I).</li> </ul>	<ul style="list-style-type: none"> <li>• NVQ, or equivalent, in monumental masonry (A/I).</li> </ul>
<b>PERSONAL CIRCUMSTANCES</b>	<ul style="list-style-type: none"> <li>• Ability to work flexible hours (A/I).</li> <li>• Clean full driving licence and own car.</li> </ul>	
<b>EQUALITY</b>	<ul style="list-style-type: none"> <li>• Candidates must demonstrate understanding of, acceptance and commitment to the principles underlying equal opportunities (A/I).</li> </ul>	
<b>CUSTOMER CARE</b>	<ul style="list-style-type: none"> <li>• Knowledge and understanding of effective customer care (A/I).</li> </ul>	