

PERSON SPECIFICATION

C59 BEREAVEMENT ASSISTANT (Multi Skilled)

Specification Type	Additional/changed requirements	E/D	Measure
Personal Skills	Ability to work as part of a small team	E	1,3
Personal Skills	Possess a flexible approach to work	E	1,3
Personal Skills	Possess excellent customer care skills	E	1,3
Personal Skills	Possess excellent communication skills	E	1,3
Personal Skills	Ability to work with accuracy and attention to detail	E	1,3
Personal Skills	Possess good ICT skills	E	1,3
Experience	Experiencing of working with the public	E	1,3
Experience	Experience of working in an office environment	E	1,3
Experience	Experience of undertaking scattering of ashes services	D	1,3
Experience	Experience of using financial systems and package	E	1,3
Experience	Experience of working in a crematorium and undertaking cremation duties	D	1,3
Attainments/Qualifications	Possess a relevant administration based qualification or relevant experience	E	1,3,4
Attainments/Qualifications	Possess a relevant Technicians certificate (or be willing to be trained)	E	1,3,4
Knowledge	Knowledge of Microsoft packages including excel and word	E	1,2,3
Knowledge	Knowledge of the processes and administrative processes involved in operating a Crematorium and Burial service	E	1,3
Special Requirements	Ability to work flexibly to the meet the needs of the service	E	1,3
Special Requirements	Willingness to learn/adapt	E	1,3
Special Requirements	Ability to undertake ash scatterings in the Crematorium grounds	E	1,3
Special Requirements	Ability to undertake chapel and cremation duties and associated functions	E	1,3

Car Allowance:

This post does not carry a designated car user status

E/D:

Essential (E)
Desirable (D)

Measure:

1. Application form
2. Test after shortlisting
3. At interview
4. Documentary evidence
5. Other [please specify]

