

Tunbridge Wells Borough Council

Person Specification



POST TITLE: Bereavement Service Assistant

GRADE: 2

SERVICE: Kent & Sussex Crematorium

CRITERIA	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
EXPERIENCE	Successful and evidence based experience of working in a fast paced, time specific, administrative environment, together with face to face interaction with the public, visitors, contractors and stakeholders.	<p>Previous or current work within the bereavement industry; Crematorium & Cemetery Operations, Funeral Arranging and Bereavement Liaison etc.</p> <p>Experience of working in a customer service front facing role or over telephone.</p> <p>Experience of data handling and entry.</p>	Application form, interview and test.
QUALIFICATIONS/ TRAINING	Educated to GCSE standard or equivalent (including English and Maths)	<p>Any Institute of Cemetery & Crematorium Management (ICCM) Module Certificate or equivalent bereavement qualification</p> <p>European Computer Driving licence or similar.</p>	Application form and interview
KNOWLEDGE	Have a basic knowledge of what happens in a Crematorium and Cemetery.	Basic understanding of the operational requirements of a cemetery / crematorium	Application form and interview
PRACTICAL & INTELLECTUAL SKILLS	Good working knowledge and experience of accurately inputting information using Microsoft Word, Excel & Outlook.	Experience of Crematorium software systems.	Application form, interview and test.

CRITERIA	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
	<p>Excellent verbal and written communications skills; able to communicate clearly and effectively with our customers in person, by letter and telephone in a manner.</p> <p>Excellent attention to detail; able to check documentation and ensure details are correct and accurate in accordance with statutory legislation.</p> <p>Able to deal with cash and debit/credit card payments.</p> <p>Excellent customer care and interpersonal skills; able to build a good rapport with customers and stakeholders, often under difficult circumstances.</p> <p>Good organisational skills; able to work with minimum supervision in a fast paced and busy environment.</p>		
DISPOSITION/ ATTITUDE	<p>Excellent team player with a positive outlook.</p> <p>The ability to keep calm under pressure and multi task is essential.</p> <p>Sympathetic and caring attitude.</p> <p>Has the ability to employ diplomacy, be patient and is resilient.</p> <p>Enjoys helping people and making a difference.</p> <p>Has a willingness to help and takes initiative to solve problems.</p>		Application form and interview

CRITERIA	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
SPECIAL REQUIREMENTS	Successful applicants will be working in close proximity to cremated remains, coffins and cremating equipment.		