

## Tunbridge Wells Borough Council

### Person Specification



**POST TITLE:** Bereavement Service Assistant

**GRADE:** D

**SERVICE:** Kent & Sussex Crematorium

CRITERIA	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
<b>EXPERIENCE</b>	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.	Previous or current work within the bereavement industry; Crematorium & Cemetery Operations, Funeral Arranging and Bereavement Liaison etc.	Application form, interview and test.
<b>QUALIFICATIONS/ TRAINING</b>	Educated to GCSE standard or equivalent (including English and Maths)	Any Institute of Cemetery & Crematorium Management (ICCM) Module Certificate or equivalent bereavement qualification  European Computer Driving licence or similar.	Application form and interview
<b>KNOWLEDGE</b>	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
<b>PRACTICAL &amp; INTELLECTUAL SKILLS</b>	Good working knowledge and experience using Microsoft Word, Excel & Outlook.  Excellent verbal and written communications skills; able to communicate clearly and effectively with our customers in person, by letter and telephone in a manner consistent with the Council's customer care policy.	Experience of Crematorium software systems.	Application form, interview and test.

<b>CRITERIA</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>HOW IDENTIFIED</b>
	<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>		
<b>DISPOSITION/ ATTITUDE</b>	<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>		Application form and interview
<b>SPECIAL REQUIREMENTS</b>	Successful applicants will be working in close proximity to cremated remains, coffins and cremating equipment.		