

Person Specification Bereavement Assistant



Part A

The following criteria (experience, skills and qualifications) will be used to short-list at the application stage:

Essential

- Able to work cooperatively as part of a small team and deliver to agreed timescale and performance levels.
- Developed interpersonal skills and ability to interact and negotiate with a variety of people at all levels
- Able to work with minimum supervision and use initiative to resolve issues
- Reliable, confident, and self motivated
- Keyboard skills and computer literate
- Reliable, flexible, and observant approach to work
- Able to manage a varied workload with good attention to detail
- Sympathetic and understanding manner to bereaved customers with respect for confidential material

Desirable

- Experience in handling and banking cash in accordance with financial procedures
- Experience with accounts and invoices
- Trained in the use of the POP's and Lagun systems