2021 VAC 135
**Person Specification**

**Job title: Bereavement Services Team Leader**

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| **Criteria Type** | **Essential Criteria Only** | **Method of Assessment** |
| **Experience** | Supervision or leadership experience with front line operational resourcesExperience of developing and managing risk assessments and operating within legal compliance Proven ability to prioritise own workload and identify priorities and allocate resources accordinglyDelivery of customer care/services  | Application form / interview / references/ online assessmentApplication form / interview / references/ online assessmentApplication form / interview / references/ online assessmentApplication form / interview / references/ online assessment |
| **Skills, Knowledge, Ability (including ability to develop knowledge, skill or experience)** | Ability to develop grave digging knowledge and grave preparation requirementsExcellent verbal communication skills and ability to communicate effectively in writingAttention to detail and ability to analyse information affecting service deliveryKnowledge of risk assessments and a proven track record of undertaking site surveys and introducing control measures where necessaryComputer literate and able to develop skills to access data across a number of systems. Ability to prioritise own work load and deliver on a programme of works without daily supervisionInterpersonal skills and ability to work with other departments and organisationsAbility to work in a methodical and organised mannerA flexible approach to work, providing cover in all areas of Bereavement Services according to need.  | Application form / interview / online assessmentApplication form / interview / online assessmentApplication form / interview / references/ online assessmentApplication form / interviewApplication form / interview / Application form / interview / references/ online assessmentApplication form / interview / online assessmentApplication form / interview/ online assessmentApplication form / interview / online assessment |
| **Work Related Circumstances/Values of the Council** | A caring, compassionate and understanding disposition. Commitment to Equal OpportunitiesCompliance with health and safety rules, regulations and legislationAbility to meet the travel requirements of the role | Application form / interview / references/ online assessment |