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 resources  Experience of developing and managing risk assessments and operating within legal compliance  Proven ability to prioritise own workload and identify priorities and allocate resources accordingly  Delivery of customer care/services | Application form / interview / references/ online assessment  Application form / interview / references/ online assessment  Application form / interview / references/ online assessment  Application 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 requirements  Excellent verbal communication skills and ability to communicate effectively in writing  Attention to detail and ability to analyse information affecting service delivery  Knowledge of risk assessments and a proven track record of undertaking site surveys and introducing control measures where necessary  Computer 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 supervision  Interpersonal skills and ability to work with other departments and organisations  Ability to work in a methodical and organised manner  A flexible approach to work, providing cover in all areas of Bereavement Services according to need. | Application form / interview / online assessment  Application form / interview / online assessment  Application form / interview / references/ online assessment  Application form / interview  Application form / interview /  Application form / interview / references/ online assessment  Application form / interview / online assessment  Application form / interview/ online assessment  Application form / interview / online assessment |
| **Work Related Circumstances/Values of the Council** | A caring, compassionate and understanding disposition.  Commitment to Equal Opportunities  Compliance with health and safety rules, regulations and legislation  Ability to meet the travel requirements of the role | Application form / interview / references/ online assessment |