2021 VAC 136 **Person Specification**

**Job title: Crematorium Ceremony Support Officer**

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| **Criteria Type** | **Essential Criteria Only** | **Method of Assessment** |
| **Experience** | Customer care / Customer support in a front line service.  Front line hospitality /reception or equivalent  Experience of various computer systems including Microsoft, Apple and various inhouse systems and able to develop skills to access data across a number of systems | Application form / interview  Application form / interview  Application form |
| **Skills, Knowledge, Ability (including ability to develop knowledge, skill or experience)** | Accuracy, attention to detail and a methodical and organised approach to work.  Strong technical skills in Microsoft package and Apple mac’s and a familiarity with telephone systems, printers and photocopiers.  Able to work independently. think fast, have good problem-solving skills.  Ability to [communicate in an accurate, clear, calm, concise and reassuring way](https://www.roberthalf.co.uk/advice/career-development/how-develop-effective-communication-skills-even-if-youre-shy). Communication is at the very heart of this role.  Able to handle challenging or upsetting customer interactions which require tact, sympathy and understanding whilst conveying a calm disposition throughout.  Can prioritise tasks, multitask and manage time impeccably.  Attention to detail, accurate record keeping and an eye for high standards.  Excellent communication and interpersonal skills in all mediums,  Have, or can train for, a cremator technician qualification. | Application form / online assessment  Application form  Application form / interview / online assessment  Application form / interview / online assessment  Application form / interview/ online assessment  Application form / interview/ online assessment  Application form / interview / online assessment  Application form / online assessment  Application form |
| **Work Related Circumstances/Values of the Council** | A caring, compassionate and understanding disposition.  Approachable, friendly and professional.  Patient and calm under pressure.  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 |