2021 VAC 137

**Person Specification**

**Job title: Bereavement Services Support Officer**

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| **Criteria Type** | **Essential Criteria Only** | **Method of Assessment** |
| **Experience** | Delivery of customer care/services in a front line service.  Proven ability to prioritise own workload and identify priorities.  Supervision or leadership experience with front line operational resources. | Application form / interview / 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)** | An organised and methodical approach to work and ability to prioritise own workload.  Attention to detail, accurate record keeping and an eye for high standards in service delivery.  Proven sales skills in a bereavement or similar setting.  Excellent communication skills.  Have, or have the ability to train for, a cremator technician qualification  Have, or can train for, a City and Guilds grave digger and dumper operations  Flexible approach to work and willingness to work outside service times when required to meet demands.  Proven ability to meet deadlines and targets  Ability to work with outside agencies or other departments to achieve outcomes  Computer literate and able to develop skills to access data across a number of systems | Application form / interview/ online assessment  Application form / interview / online assessment  Application form / interview / online assessment  Application form / interview / 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 / references/ 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 |