

Person Specification

Bereavement Services Assistant



Part A

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

Essential

- Ability to work cooperatively as part of a small team to deliver to agreed timescales and performance levels.
- Excellent interpersonal, organisational and communication skills with an ability to deal confidently, calmly and effectively with difficult situations and a variety of people.
- Ability to work manage a varied workload with minimum supervision and use initiative to resolve issues.
- Flexible, confident, and self-motivated.
- Ability to follow work instructions and work within statutory guidelines, including policies and procedures.
- Effective written skills with a high attention to detail, including the ability to maintain accurate electronic and paper records.
- Excellent numeracy, literacy, and ICT skills.
- Sympathetic and understanding manner towards bereaved customers.
- A clear understanding and respect for confidentiality and data protection.

Desirable

- Experience in processing customer transactions in accordance with financial procedures.
- Experience with procurement, accounts and invoices.

Part B

The following criteria will be further explored at the interview stage:

- Effective ICT skills with the ability to input and maintain accurate data.