



Part A

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

Essential

- Developed interpersonal skills and ability to interact and negotiate with a variety of people at all levels
- Able to work in a collaborative way, and efficiently organise and lead a team
- Knowledge of relevant legislation in relation to bereavement services and ability to interpret legislation
- Able to manage competing priorities
- Excellent IT skills including experience in supporting the development of digital initiatives.
- Experience of supporting operational managers by providing business information and statistics for business and service planning
- Able to work cooperatively with a small team and direct them to deliver to agreed timescales and performance levels.
- Sympathetic and understanding manner to bereaved customers with respect for confidential material

Desirable

- Experience in financial procedures relating to invoicing and banking of cash

Part B

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

- Demonstrate the Council's commitment to equalities and diversity