



PERSON SPECIFICATION

Post Title: Bereavement Services Team Leader

Team: Bereavement Services Team; Group: Commercial Assets & Property Development, Directorate: Finance & Resources

Grade: Band 11

Responsible to: Group Manager, CAPD & AD Finance & Resources

Supervising: Bereavement Services Team: BS Co-ordinator; Team Leader & Operatives

Date: May 2021

	Essential Criteria	How Tested?	Desirable Criteria	How Tested?
<u>Education, Professional Qualifications and Training</u>	<p>GCSE/ O level standard of education including grade C or above in Maths and English.</p> <p>Hold or be willing to work towards qualifications recognised by the Institute of Cemetery and Crematorium Management.</p> <p>OR</p> <p>Five years relevant experience in Bereavement Services.</p>	<p>Application Form and Interview (AF) (I)</p> <p>AF/I</p>	<p>Hold a qualification/s recognised by the Institute of Cemetery and Crematorium Management.</p> <p>Management qualification e.g. ICCM Certificate of Cemetery Management</p>	<p>AF/I</p> <p>AF/ I</p>
<u>Skills, Abilities and Special Knowledge</u>	<p>Must be able to demonstrate a detailed understanding of the underlying concepts of Bereavement Services in particular a detailed knowledge in all of</p>	<p>AF/I for all</p> <p>AF/I for all</p>	<p>Understanding of local authority structures, strategies, policies and procedures.</p> <p>Report Writing</p>	<p>AF/I</p> <p>AF/I</p>

	<p>the following subject areas:</p> <ul style="list-style-type: none"> *The statutory framework relating to burials *The statutory framework relating to burial of cremated remains *The statutory framework relating to exhumations. <p>To demonstrate knowledge of relevant Health & Safety regulations relating to Bereavement Services and the workplace.</p> <p>Knowledge of relevant legislation relating to Cemeteries services including Local Govt Act 1972 & Local Authorities Cemeteries Order 1977 & 1986 and Public Health Funerals in accordance with the Public Health (Control of Disease) Act 1984.</p> <p>Knowledge of data protection and the Equality Act.</p> <p>Ability to work with inter-agency groups and partners formally and informally.</p> <p>Must be able to demonstrate experience in coaching and mentoring other, less experienced Officers, in all of the aspects associated with the delivery of</p>	<p>AF/I for all</p> <p>AF/I for all</p>		
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	<p>a successful bereavement service.</p> <p>Must be able to demonstrate the willingness and aptitude to embrace change, uncertainty and introduce initiatives/projects designed to deliver service improvements and efficiencies in the ever-changing Local Government scene.</p> <p>Must demonstrate experience of managing and co-ordinating a team of staff and ensure the service runs smoothly day to day.</p> <p>Knowledge or ability to carry out service or business planning, setting targets and performance indicators.</p> <p>Ability to work with inter-agency groups and partners formally and informally.</p> <p>Strong interpersonal and communication skills and ability to demonstrate tact and diplomacy.</p> <p>Able to recruit and motivate employees, maintaining an efficient team</p>	<p>AF/I</p>		
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	<p>capable of meeting its objectives.</p> <p>Proficient in Microsoft Office or similar ICT packages including Epilogue or similar.</p> <p>Ability to manage multiple priorities.</p> <p>Ability to manage a diverse workforce.</p> <p>Knowledge of health and safety legislation and requirements</p>			
<u>Previous Experience</u>	<p>Experience of working with the general public and obtaining and responding to feedback.</p> <p>Minimum 3 years of relevant Cemetery management experience.</p> <p>Experience of applying the Equality Act.</p>	<p>AF/I</p> <p>AF/I</p> <p>AF/I</p>	<p>Some experience or knowledge on how to developing a new burial ground and associated landscaping.</p>	<p>AF/I</p>
<u>Personal Circumstances</u>	<p>Demonstrate behaviours that comply with the Council's High Performance Environment (HPE)</p> <p>Satisfactory check with the Disclosure and Barring service</p> <p>Optional ability to live in the Lodge at Woodwells Cemetery and ensure Cemetery gates are locked at 8pm each evening</p>	<p>Interview</p> <p>Covering Letter/Interview</p>	<p>Edit</p>	<p>Edit</p>

	<p>or arrange cover for this.</p> <p>Flexibility and availability to occasionally work unsociable hours including evenings and weekends if required.</p> <p>A full driving licence that is valid in the UK, with access to a car.</p>	Driving Licence		
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