 OADBY AND WIGSTON BOROUGH COUNCIL

Person Specification

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| **Job Title:**Cemetery & Administration Officer | **Team:**Law & democracy | **Salary Band:**Band 4 | **Employment Status:**Permanent, Full Time  |  **Hours per week:** (37.5 hours per week) |  |

| **Criteria** | **Essential** | **Method of Assessment** | **Desirable** | **Method of Assessment** |
| --- | --- | --- | --- | --- |
| **Qualifications and Processional or Vocational qualifications** | * GCSE Grade ‘C’ or above in Maths and English (or equivalent)
 | App | * Customer care training
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| **Relevant experience and knowledge** | * Good IT skills with a knowledge of a range of different computer packages e.g. Word, Excel and PowerPoint etc
* Ability to demonstrate initiative
 | App, IntApp, Int | * Local Government experience
 | App, Int |
| **Skills and Abilities** | * Well organised with the ability to work to tight timescales.
* Demonstrates a high level of accuracy and attention to detail attention to detail.
* An understanding of the need to deal with customers sensitively and to keep information confidential.
* Confident at handling complaints
* Able to compose straightforward responses to queries and complaints by email or letter.

  | App, IntApp, IntApp, IntApp, Int |  |  |
| **Attitude and Motivation** | * Able to respond positively under pressure
* Able to demonstrate a proactive approach when working towards achieving individual and team targets
* Flexible and receptive to new ideas and ways of working
* Willing to undertake further training as required.
 | App, IntApp, IntApp, Int |  |  |
| **Other** |  |  |  |  |

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| **Assessment Key:** | E = Evidence | App = Application Form | Int = Interview | T = Test/Assessment |