 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 |  |
| **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, Int  App, 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, Int  App, Int  App, Int  App, 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, Int  App, Int  App, Int |  |  |
| **Other** |  |  |  |  |

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