



Person Specification – Cemeteries Grounds Supervisor

Key Requirements	Essential	Desirable	To be tested by: Application (A); Test (T); Interview (I)
Qualifications			
A to C in English & Maths at GCSE level or equivalent		Yes	A
ICCM Cemetery Operatives Training Certificates 1&2 or sector approved training in Hydraulic Shoring, Excavator and Dumper		Yes	A
Recognised Horticultural Qualification at level 2 or equivalent		Yes	A
Knowledge, Skills & Experience			
Effective written/oral communication skills and the ability to maintain accurate records	Yes		A, T & I
General administration skills	Yes		A & T
Good working knowledge of Microsoft systems – particularly Outlook, Word and Excel	Yes		T & I
Experience of working at a supervisor / Team Leader / Management level		Yes	A
Experience in working in a caring profession		Yes	A & I
Practical experience in using a mechanical digger		Yes	A & I
Experience of out-door manual work relevant to the post	Yes		A & I
The ability to deal with the public in person	Yes		A & I
Be able to prepare a grave by hand	Yes		A & I
Ability to work both individually and part of a team and be self-motivated	Yes		A & I
A willingness to attend training courses in accordance with the needs of the service	Yes		A & I
Ability to be well presented (uniform provided)	Yes		A & I
Reliable and punctual with high personal standards	Yes		A & I
Special Requirements			
Full driving licence	Yes		A
Flexible work arrangements within 37-hour week Monday to Friday including the rare occasion on a weekend	Yes		A & I
Be able to start the day at any of the Council's cemeteries	Yes		A & I
Prepared to work outside in all types of weather (protective clothing provided)	Yes		A & I



Personal Attributes

Organisation.

You need to be able to think on your feet, organise a to-do list and prioritise tasks by the deadline

Time Management.

Multitasking and working under pressure can be prevalent so time management skills are vital. The ability to prioritise is fundamental to ensure the smooth running of the team.

Interpersonal skills.

Interpersonal skills such as oral communication, problem-solving and listening skills are essential in a supervisor's role. You will have to interact with colleagues, outside agencies and customers via telephone, email, face-to-face and virtually. Listening is important to accurately take messages and relay information to colleagues alongside handling customer queries and concerns

Customer Focus

In addition to communication, having a customer focused approach is a desirable quality for this position. When dealing with various customers on a daily basis you will need to be helpful and reliable in offering support to customers and ensuring they have a positive experience with the Council.

Working within the Cemeteries you need to have attentiveness and patience to help with handling customers who might be confused and frustrated. A desire to learn is also helpful to build your knowledge of the Council's services so you can assist with queries.