



Person Specification – Cemeteries Operative

| 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 |
| Good working knowledge of Microsoft systems – particularly Outlook, Word and Excel | | Yes | A & I |
| 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 Cemeteries Operative's role. You will have to interact with colleagues, outside agencies and customers via telephone and face-to-face. 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.