



Person Specification

Note To Applicants

The points that are marked 'E' are the essential requirements. You should pay particular attention to these points and provide evidence of meeting them. Failure to do so may mean that you will not be invited for interview.

The points that are marked 'D' are the desirable requirements that enhance a person's capacity to do the job.

Job Title	Bereavement Services Administration Assistant
Grade	Grade 4 A11496
Directorate	Economic Regeneration, Growth and Environment
Service	Bereavement Services

Criteria

Experience		
Provide support to the wider team and others.	A/I	E
Provide evidence of suitable experience in an office environment with use of a range of office systems and equipment.	A	D
Provide evidence of maintaining appropriate records using computerised and manual filing processes	A	E
Experience of dealing with a range of people, in a busy customer focused office in a variety of formats.	A/I	D

Skills and Abilities		
Demonstrate effective time management and the ability to work in a high volume environment, meeting agreed deadlines and efficiently responding to interruptions and conflicting demands.	A/I	E
The ability to adapt to various workloads, ensuring a high level of quality and accuracy	A/I	E

Demonstrate initiative and to work in a proactive manner at all times	E	I
Resolve problems and situations by applying existing processes and procedures	E	A/I
Provide general advice and guidance on relation to policy or external regulations/legislation relating to the service.	E	A/I

Education, Qualifications and Knowledge		
Educated to NVQ Level 2 in Business Administration or equivalent	A/C	D
3 GCSE's or equivalent at Grade C or above, including Maths and English	A/C	D
Knowledge of IT systems, Office and database packages	A/I	E

Other Requirements		
Demonstrate the ability to work as part of a team and to work on own initiative	I	E
To develop team ethos and maintain a can-do attitude	A/I	E
Ability to work unsupervised from multiple sites as and when required	I	E
Ability to receive deceased pets and look after their owners.	A/I	E

Commitment To Equal Opportunities		
Ability to understand and demonstrate commitment to equality and diversity within the context of the relevant service.	A/I	E

Commitment To Service Delivery / Customer Care		
Committed to providing an excellent customer experience and embedding customer focus in all aspects of service delivery.	I	E

Climate and Sustainability		
Holds a Carbon Literacy Certificate (or related qualification), or willing to undertake Carbon Literacy related training, in support of the council's climate and sustainability objectives.	I	E

Methods of Assessment Key

A Application Form

I Interview

C Certificate

T Test

P Presentation

AC Assessment Centre

Review Arrangements

The details contained in this person specification reflect the experience, skills, abilities, qualifications etc required of the jobholder. It is acknowledged that these may change over time. Consequently, the Council may revise this person specification from time to time and will consult with the post holder at the appropriate time.

Prepared / Revised By

Rebecca Patton

Role

Bereavement Services Manager

Date

September 2025