

Person Specification

Job Title	Mortuary Support Worker
Grade	Sc 6
Service/Section	PE&OS - Greenwich Public Mortuary
Directorate	Communities, Environment & Central

Criteria	Short listing Criteria Essential Or Desirable
<p>Knowledge</p> <p>Understanding knowledge of:</p> <ul style="list-style-type: none"> a) Maintaining compliance to all HTA requirements and admitting and releasing of all bodies in and out of the Mortuary in accordance with Standard Operating Procedures (SOPs), whilst adhering to legislation, codes of practice and industry best available techniques. b) Effectively use various IT equipment and software packages, including, Microsoft packages, mobile IT, Teams, bespoke Mortuary IT systems and Email systems. 	Essential
<p>Skills and Abilities</p> <p>Qualifications: 5 GCSEs or equivalent qualifications English, Math's, Science, IT skills</p> <p>Experience within the funeral/mortuary/bereavement professions.</p> <ul style="list-style-type: none"> a) Ability to communicate effectively verbally and in writing, with all colleagues, members of the public, Coroner Services, Police, Funeral Directors, and Stakeholders including all correspondence responses in accordance with local procedures. b) Capable of working as part of a team in a challenging, emotive environment, using your own initiative with excellent eye for detail, under pressure and multi-tasking c) Able to prioritise demands and work under time constraints by reassessing tasks and keeping all colleagues 	<p>Desirable</p> <p>Essential</p>

<p>updated.</p> <p>d) Able and willing to remain flexible to meet service demands, maintain good timekeeping, be conscientious, reliable, compassionate, and calm when dealing with emotional, confrontational, or distressing situations.</p>	
<p>Experience</p> <p>a) Working in a bereavement, care, funeral industry, NHS, policing, ambulance or mortuary sector.</p> <p>b) Knowledge of customer care and working in a pressurised environment. Able to promote the services to visitors, partners and stakeholders in a positive manner whilst maintaining confidentiality.</p> <p>c) Able to understand and comply with daily work plans or rosters for self and others.</p>	Desirable
<p>Equal Opportunities</p> <p>Understanding of and commitment to the Council's equal opportunities policies and ability to put into practice in the context of this post.</p> <p>Understanding of and commitment to achieving the Council's staff values and ability to put into practice in the context of this post.</p>	<p>Essential</p> <p>Essential</p>