

Person Specification

Job Title	Crematorium Assistant & Gardener
Grade	Sc 5
Service/Section	PE&OS – Eltham Crematorium
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) Working in formal grounds and general ground maintenance. Cleaning facilities, chapel duties, minor repairs, taking ownership of all tasks to maintain or enhance current standards whilst ensuring all daily duties are executed in accordance with all H&S regulations and providing excellent customer care to those bereaved. 	Essential
<p>Skills and Abilities</p> <p>Ability to:</p> <ul style="list-style-type: none"> a) Communicate key priorities effectively, both verbally and in writing and update all paper based and electronic records, including Chapel music systems, mobile IT and email. b) Take instruction, prioritize tasks to meet deadlines, use your own initiative, be able to work on your own and part of a team whilst motivating yourself and colleagues when needed. Maintain a positive working environment and execute all duties in accordance with current H&S requirements. c) Promote and improve the service to visitors, partners, and stakeholders as directed and liaise with those bereaved in a caring, empathetic, and reverent manner at all times. 	Desirable Essential Essential
<p>Experience</p> <ul style="list-style-type: none"> b) Monitoring equipment and materials stock levels. Responsible for your own, your colleagues and all visitors Health & Safety, take immediate action where necessary and report all incidents to line management 	Essential

<p>immediately.</p> <p>c) Working in the bereaved services sector or related field and always dealing with those bereaved and the public in a caring and courteous manner, specifically when interring Ashes, and promoting the service.</p> <p>d) Working efficiently, using specific chapel related IT, disposing of Ashes in a caring and empathetic manner as directed and using intranet and mobile IT.</p> <p>e) NVQ or equivalent qualification in grounds maintenance, horticulture or landscaping.</p>	<p>Desirable</p> <p>Desirable</p> <p>Desirable</p>
<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>