

## **WESTON-SUPER-MARE TOWN COUNCIL PERSON SPECIFICATION**

**Post Title:** Grounds Co-ordinator  
**Hours:** 22.5 hrs per week  
**Grade:** JG4

It is essential that post holder has the following work experience, skills, knowledge and personal attributes; -

- Work-based administrative experience
- Communication and interpersonal skills
- Organisational and administration skills
- Ability to liaise with stakeholders, both internally and externally

### **Skills and Knowledge and Attributes:**

- Ability to demonstrate the following is highly desirable:
- Excellent verbal and communication skills.
- Experience of working in a public facing environment and providing good customer service.
- Confident and able to deal sensitively, calmly, and positively with people at all levels, both face to face over the telephone and via email.
- Able to quickly understand our services, the legal requirements and the environment in which we operate.
- Ability to deal with and advise persons associated with all aspects of a cemetery services including funeral directors, relatives and colleagues, including burial requirements and the relevant legislation and guidelines that apply.
- Accurate and meticulous with strong attention to detail and record keeping abilities.
- Ability to utilise traditional, electronic and online methods in the delivery of services, including Microsoft Office systems, email, and various other mapping software.
- Able work on own initiative and operate well as part of a small team.
- Organisational ability to prioritise tasks within competing work demands and meet deadlines and targets.
- Ability to work under pressure.

### **Education and Qualifications:**

- NVQ Level 3 (or equivalent) in relevant subject
- GCSE A – C grade or equivalent in Maths and English
- IT Qualification

**Personal Attributes:**

- Have a flexible and adaptable approach to work and be able to adapt to the changing demands and responsibilities of the post.
- To possess a professional and patient manner, an empathetic demeanour, personal resilience, a 'can-do' attitude and willingness to progress in the role.

**Other Factors (Essential)**

- Willingness to work 3-4 days per week, to include occasional evenings and weekends as required.
- Be prepared to gain relevant qualifications to carry out the role.
- The role will require 121 contact with vulnerable persons and volunteers.
- This post requires an Enhanced DBS Check to be completed.

**Equal Opportunities (Essential)**

- Be able to demonstrate a commitment to the principles of equality and diversity and be able to carry out duties in accordance with those policies.

**Desirable:**

- Previous experience in a similar role and understanding of burial processes and systems of work including ICCM guidelines and burial legislation.
- Knowledge of Grounds work programming
- Working knowledge and understanding of manual records, electronic booking systems and online services.
- An interest in community services delivery.