

# WESTON-SUPER-MARE TOWN COUNCIL

## PERSON SPECIFICATION

**Post Title:** Cemetery Conservation Officer

**Grade:** JG4

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

- Relevant work related experience in a similar workplace setting.
- Good communication, interpersonal and customer service skills.
- Good knowledge and understanding of Health and Safety at Work requirements, including legislation, procedures and risk assessments.
- Full, clean and valid driving licence.
- An interest in community services delivery.

The following are highly desirable.

### **Work Experience:**

- Background and or/experience in the use of grounds maintenance machinery including a variety of mowers and strimmers.
- Background and or/experience of working in either a horticultural, agricultural or conservation environment.
- Experience of working in a public facing environment and providing good customer service.

### **Skills and Knowledge:**

- Ability to interact with persons associated with cemetery services including funeral directors, relatives and colleagues, including burial requirements and the relevant legislation and guidelines that apply.
- Able to use IT including email and internet, cemetery search, play area, mapping and Council training course software.
- Able to understand our services, including legal requirements and the environment in which we operate.

### **Personal Attributes:**

- Ability to follow direction, reliable and trustworthy.
- Good verbal and communication skills.
- Have a flexible and adaptable approach to work and be able to adapt to the changing demands and responsibilities of the post.
- Confident and able to deal sensitively, calmly, and positively with people at all levels, both face to face and over the telephone.
- Able work on own initiative and operate well as part of a small team.
- Ability to prioritise tasks within competing work demands and meet deadlines and targets.

- Ability to work under pressure, problem solve and cope well in challenging and emotional situations.
- Committed to working proactively and contributing to the successful and sustainable operation of the department.
- To possess a professional and patient manner, an empathetic demeanour, personal resilience, a 'can-do' attitude and willingness to progress in the role.

### **Educations and Qualifications:**

- NVQ 2 in a relevant subject
- GCSE A-C in Maths and English

### **Other Factors:**

- Ability and willingness to work in the external environment.
- Willingness to work flexibly to meet business needs over 5 working days including weekends and evenings - on occasion, as required.
- The role will require regular 121 contact with, vulnerable persons and volunteers.
- This post requires an Enhanced DBS Check to be completed.
- The post holder will be expected to work as part of a team within the grounds department and cover other operational areas including play area inspections, water park maintenance and testing, waste removal and disposal and re-cycling.

### **Equal Opportunities:**

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

### **Desirable:**

- Previous experience in a similar role.
- Understanding of burial processes and systems of work including ICCM guidelines and burial legislation.
- Applying Health and Safety standards relevant to cemeteries, play areas, open spaces and public amenities e.g. topple testing and play area inspections.
- Current First Aid Certification.
- Experience in undertaking horticultural activities such as preparing and planting flower beds together with naturalising bulbs in grass areas.