



ADUR & WORTHING  
COUNCILS

**Person Specification**

<b>Authority:</b>	ADC / WBC
<b>Directorate:</b>	Communities Directorate
<b>Section:</b>	Bereavement Services
<b>Post Title:</b>	Chapel Attendant
<b>Post Number:</b>	40618
<b>Accountable to:</b>	Assistant Bereavement Services Manager
<b>Management responsibility for:</b>	None
<b>Authority to liaise with:</b>	<p><b>Internal:</b></p> <ul style="list-style-type: none"> <li>• Other Officers of the Councils</li> <li>• Members of the Councils</li> </ul> <p><b>External:</b></p> <ul style="list-style-type: none"> <li>• Members of the public</li> <li>• Funeral Directors, Ministry of Justice and representatives of religious faiths</li> </ul>

Area	Requirements	
Qualifications	Essential	Desirable
		<p>GCSE Maths and English grade C or above (or equivalent qualification).</p> <p>Knowledge of basic health and safety regulations.</p> <p>Bereavement related qualification.</p>

<b>Knowledge and Experience</b>		
(e.g. Technical, Administrative, Managerial – use one or more categories as/where appropriate)	Experience of working within a customer facing service assisting the public.	Experience of working within a funeral/bereavement industry.
<b>Skills</b>		
Communication/relationship	Excellent verbal communication skills to communicate politely and clearly with members of the public, key stakeholders and other members of staff.  Effective literacy skills.	
Analytical/ judgmental	Ability to read cemetery maps and plans.  Attention to detail.	
Planning/ organisational	Ability to prioritise workload flexibly to achieve objectives.  Ability to work as part of a team and on your own initiative.	
IT	Able to use text and email on smartphones.	
<b>Abilities</b>		
Physical	Able to work in adverse conditions on occasions.  Able to travel to graveside and around the chapel.	

<p>Mental</p>	<p>Positive approach to work role.</p> <p>Demonstrable “Can do” attitude towards achieving objectives.</p> <p>Ability to follow instructions, rules and procedures and able to work to agreed deadlines.</p>	
<p>Emotional</p>	<p>Able to remain calm under pressure and deal with the public in a tactful and sympathetic manner.</p> <p>Able to deal effectively with members of the public who are often deeply distressed whilst providing an effective and proficient service.</p>	
<p>Working conditions / Style</p>	<p>Able to work from multiple locations</p> <p>Black Tie dress code for all funeral officiating.</p> <p>Potential outdoor working environment in all weather and seasons.</p> <p>Occasional out of hours and potential Saturday working.</p>	
<p><b>Other:</b></p>	<p>Full driving licence held with no more than 6 penalty points.</p> <p>Access to a car for travel to different locations across the district and borough</p> <p>Uniform and PPE will be provided</p>	