
GENERAL CEMETERY COMPANY

Kensal Green Cemetery · West London Crematorium
Harrow Road · London · W10 4RA
020 8969 0152 · enquiries@kensalgreencemetery.com

Person Specification

Job title: Funeral Officer

Salary: £26,000.00

Hours: Full time 35hrs per week

Application: Send a recent CV and a covering letter that demonstrates how you meet the Person Specification for the job to: kelly.farrington@kensalgreencemetery.com
Closing date for applications: Friday 17 December 2021

Person Specification Criteria	Essential / Desirable	Method of Assessment CV = CV PS = Personal Statement I = Interview T = Test
Experience		
Experience of dealing with a wide range of people in a customer facing role	E	CV / I
Experience of prioritising workloads and taking appropriate action in an emergency situation	E	CV / I
Abilities		
Ability to work with bereaved people and an understanding of their specific needs	E	I / CV
Ability to maintain computerised and manual registration systems	E	I / CV
Excellent ICT skills including creation and maintenance of spreadsheets, MS Word, Data Entry systems etc.	E	I / T
Excellent communication skills	E	I
Ability to ensure the smooth running of cremation and burial ceremonies	E	I
Ability to interpret and follow legal processes to ensure compliance with statutory legislation	E	I
Ability to solve problems in high pressure situations	E	I
Highly numerate and literate with good written and spoken English	E	I / CV
Able to work quickly and efficiently to deadlines	E	I
Accurate, with a good eye for detail	E	I
Full driving licence	E	I / CV / PS

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Personal Qualities		
Honesty and integrity	E	I
Resilience and resourcefulness	E	I
Friendly, polite, courteous and able to demonstrate sympathy and empathy towards the bereaved	E	I
Commitment to equal opportunities	E	I
Willingness to be a key holder	E	I
Willingness to undergo training	E	I
Willingness to wear a uniform and / or comply with a dress code and wear a name badge	E	I