

HADLEY AND LEEGOMERY PARISH COUNCIL

RELIEF GROUNDS PERSON

PERSONNEL SPECIFICATION

PEOPLE AND COMMUNICATION SKILLS

- Ability to deal calmly and tactfully with mourners and bereaved persons
- Ability to relate to and communicate with members of the public, other staff, funeral directors, memorial masons, contractors, and members of the Borough and Parish Councils
- Ability to deal with enquiries helpfully face to face and by telephone
- Ability to deal with complaints, compliments, enquiries, and suggestions diplomatically, to escalate to the appropriate authority, and monitor responses

QUALIFICATIONS AND TRAINING

- NVQ Level II Grounds Maintenance or equivalent
- Spray certification
- Training in manual handling, Health and Safety, risk assessment, use of power tools etc
- Good literacy and numeracy skills

ADMINISTRATIVE SKILLS

- Ability to complete administrative tasks, including recording work undertaken, safety issues reported
- Accuracy in completing documentation relating to burial plots, funeral arrangements etc
- Ability to maintain records of maintenance and testing of equipment where appropriate
- Ability to identify areas for improvement and suggest solutions to problems

SPECIAL SKILLS AND KNOWLEDGE

- Experience of working in a cemetery or similar environment
- Experience of carrying out risk assessments to ensure safe methods of working are observed
- Experience of working with the public
- Experience of using ride-on mowers, petrol-powered tools, and hand tools
- Experience of using spray gear
- Ability and willingness to assist in practical measures to achieve improvements including routine and reactive maintenance tasks as required

PERSONAL SKILLS

- Ability to work effectively as part of a small team
- Ability to prioritise tasks to ensure safe, efficient and effective delivery of services
- Willingness to work flexible hours as required
- Ability and willingness to carry out a wide range of tasks to meet emerging needs or respond to urgent issues