



SOUTH-WEST MIDDLESEX CREMATORIUM BOARD

Person Specification – Office Manager

Qualifications		
1	Management Qualification or a Business Administration Qualification or a Customer Care Qualification	Desirable
Experience		
	All applicants must be able to demonstrate, by providing personal and specific examples on the application form, at least 2 years' relevant experience in each of the areas listed below:	
2	Experience in working in an office environment at a senior level	Essential
3	Experience in managing and operating administrative/ financial organisational systems	Essential
4	Experience in controlling expenditure on service activities and/or supplies	Essential
Knowledge & Skills		
	All applicants must be able to demonstrate, by providing personal and specific examples on the application form of each of the following skills listed below:	
5	The ability to display highly effective interpersonal and communication skills, both orally and in writing	Essential
6	The ability to organise, prioritise and time manage workloads to meet operational and strategic targets	Essential
7	The ability to communicate effectively with a wide range of people and to deal with complex situations sensitively and with empathy	Essential

8	A high level of numeracy/literacy and ICT	Essential
	Personal Characteristics	
9	To be able to work effectively and be resilient during periods of high pressure.	Essential
10	To be able to work flexibly to meet the demands of the service.	Essential
11	To be able to demonstrate the Crematorium's values and behaviours and to lead by example.	Desirable
12	Full driving licence and access to a car for work	Desirable