



Person Specification

Job Title: Funeral Director

Branch: Douch Family Funeral Directors covering Ferndown and Parkstone

Selection Criteria	Essential (E) / Desirable (D)
Knowledge	
Experience of working in a busy office environment	E
Experience of supervising a team	D
Experience of using IT systems including in-house systems	E
Awareness of good data management practice i.e. Freedom of information; data protection legislation.	D
Working knowledge of Health & Safety legislation	D
Knowledge of Funeral Industry	E
Understanding of the CMA regulations	D
Understanding of the FCA regulations	D
Skills	
Excellent planning and organisational skills	E
Proficient IT skills with the ability to use outlook, word, excel, Teams	E
High level verbal and written communication skills	E
Excellent time management skills	E
Ability to work on own initiative	E
Able to prioritise own workload by managing deadlines whilst working under pressure	E
Ability to multi task	E
Excellent interpersonal and communication skills with ability to adapt their style accordingly	E
Attributes	
Excellent attention to detail	E
Excellent time management and prioritisation skills.	E
Flexible and adaptable approach with the willingness to take on other roles and responsibilities within the team	E
Ability to provide a first-class customer service to ensure each client has an exceptional experience.	E
Able to work effectively to deadlines without supervision	E
Effective team member but with the ability to work independently	E
Commitment to own personal and professional development	E