

Post Specification

Date	November 2024
Post Group Number	8012
Post Title	Bereavement Services Officer
Job Family	Operations
Job Family Role Profile	OP9ii
Final Grade	10

To be read in conjunction with the job family role profile

Service Area description
Cemeteries & Crematorium
Purpose of this post
<p>To work on the provision, management and administration of an efficient, effective and caring service for burials and cremations, ensuring compliance with all legal statutes.</p> <p>The Bereavement Services Officer role is multi-faceted and as such the post holders will be expected to work across the range of Bereavement Services areas, both indoors and out including, but not limited to crematorium chapel, burials, marking graves, scatterings, site inspections, office administration and memorial tasks on a rolling basis.</p>
Key job specific accountabilities
<ul style="list-style-type: none"> • Administration duties to include liaising with Funeral Directors for burials/cremations and all service-related operations and helps to maintain the diary and Day Sheet for booking times, co-ordinating the implementation of the daily schedule for funerals. • Provide a comprehensive administration service for the team including processing statutory paperwork; taking and progressing customer queries; liaising with other professionals to ensure high quality service provision and maintaining statutory registers and records. • Deal with telephone enquiries from people at all levels relating to funeral bookings and related services, information requests, grave and cremation searches, bereavement support advice, memorial applications, using initiative and sensitivity. • Update burial and cremation computerised records and operate automated office systems, transferring burial data from written records onto computerised system. • Assist with implementation of Health & Safety policies, Risk Assessments and other relevant policies, through site inspections and liaison with other teams both internal and external as required. • Visit sites regularly as required by to ensure compliant burial services and that sites are maintained and inspected in accordance with council policies and report defects and findings as appropriate. • Helps to direct and work with Operational team in preparing/digging graves/grounds works and supervise the daily schedule of outside works to be done. • Undertake any other duties as required commensurate with the post including covering for colleagues across the council area and deputising in the absence of senior management. • Manage relationships with a wide range of internal and external stakeholders including funeral directors, stone masons, the general public and other council colleagues. • To ensure that the technology across Bereavement Services is maintained and functional, including music and visual tribute system, cremator plant and monitoring equipment as well as administration systems, with appropriate escalation to the Bereavement Services Lead as and when required.

Please note annual targets will be discussed during the appraisal process	
Key facts and figures of the post	
Budget Responsibilities	Create purchase orders, receipt payments of cash, card and cheques and follow due process.
Staff Management Responsibilities	Deputise in absence of senior Management.
Other	None
Essential Criteria - Qualifications, knowledge, experience and expertise	
Essential	
<ul style="list-style-type: none"> • Good working knowledge of Microsoft Windows and office packages at a level to produce correspondence and to present and maintain spreadsheets. • 4 x GCSE's or equivalent or can demonstrate experience in current role or equivalent knowledge demonstrable through work-based competencies. • Previous experience in working with Public Sector. • Excellent communication and person-centred skills. • Experience in providing administrative support, including processing financial resources. • Experience of dealing with and responding to enquiries from the public maintaining customer focus. • Compiling and maintaining records and administrative systems (both manual and computerised) and managing such records in line with GDPR. • Ability to work using own initiative, prioritising, and organising workload and problem solving when necessary. • Ability to interpret and follow policy/procedural guidance. • Ability to converse at ease with customers and provide information and advice in accurate spoken English is an essential requirement (express English fluently and spontaneously, almost effortlessly). • Full clean driving license and access to a car for business use. 	
Desirable	
<ul style="list-style-type: none"> • Membership of the Institute of Cemetery & Crematorium Management (ICCM). • Health & Safety compliance experience. 	
Disclosure and Barring Service – DBS Checks	
<ul style="list-style-type: none"> • This post does not require a DBS check. 	
Job working circumstances	
Emotional Demands	<ul style="list-style-type: none"> • Significant exposure dealing with distressed individuals. Working with the bereaved, people who are upset, confused or angry.
Physical Demands	<ul style="list-style-type: none"> • Working with in the grounds, checking graves and memorials • Lifting and carrying registers
Working Conditions	<ul style="list-style-type: none"> • Working in inclement weather on a regular basis. • Lone working
Other Factors	