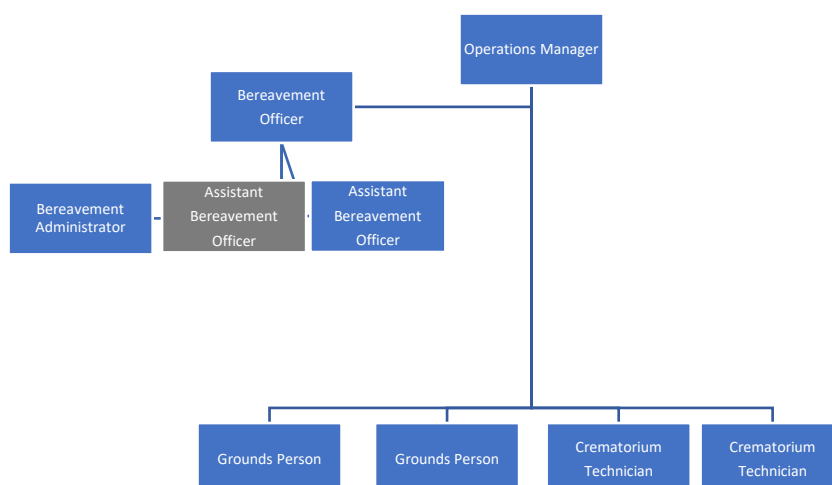


Job Title:	Assistant Bereavement Officer		
Directorate:	Delivery	Salary:	£28,492-£33,713 Including LWA
Section:	Contracted Services	Grade:	BG-H SCP 15 - 24
Location:	Cemetery & Crematorium	Work Style:	Fixed

Key Objectives of the role

- To provide office-based duties within the cemetery and crematorium to support cremations, burials and memorials.
- To support visiting funeral directors with the delivery of funeral chapel services.
- To liaise with doctors regarding the signing of statutory cremation paperwork.

Designation of post and position within departmental structure



This post is within Delivery Department which includes Contract Services, Customer Experience, Digital and ICT, Democratic Services, Legal and Property. This post is based at the Cemetery and Crematorium and will report to the Cemetery and Crematorium Bereavement Officer.

Daily and monthly responsibilities

1. Assisting with providing legal information and support to grave owners in relation to issuing or transferring Burial Deeds, Statutory Declarations, Forms of Administration and Probate Transfers (ICCM Training course will be provided)
2. Advising and assisting families with Memorial choices and options. This will include taking payments or administering renewals.
3. Taking and entering cremation or burial bookings on to the booking system from Funeral Directors.
4. Responsible for liaising with bereaved families and Funeral Directors concerning all Audio/Visual requests for a service, checking they are correct and discussing any discrepancies with those concerned.
5. Collating all cremation documentation prior to cremation taking place and then liaising with a doctor to legally sign it off (statutory requirement)
6. Responsible for managing and chasing aged debt, including liaising with Funeral Director and BFC Accounts Departments.
7. To scan, enter and/or cleanse confidential / personal data on the data system in keeping with retention and destruction policies. This will include producing and acting on system generated reports as instructed.
8. To support Funeral Directors (and their partners) to deliver chapel services, including service set up, checking, and demonstrating AV / music system software, and checking coffin foot plates.
9. Handling general office-based duties including answering the telephone and dealing with face-to-face enquiries plus sending correspondence letters/emails to customers and stake holders.
10. To audit, cross-reference and update all burial records to support the project to move towards electronically mapped cemetery plots.
11. To process card, cheque, and cash transactions either face-to-face or over the phone and manage all receipts accordingly.
12. To deputise in the absence of Bereavement Officer.

It should be noted that the above list of principal duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance.

Scope of role

There are no budget responsibilities associated with this position.

Commitment to the Council's Equal Opportunities policy at all times

Commitment to working within the bounds of the Data Protection Act and GDPR legislation at all times

Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only

PERSON SPECIFICATION

KEY CRITERIA	ESSENTIAL	DESIRABLE
Skills and qualifications	Minimum of GCSE (or equivalent) passes (Grade C/4-5 or above) in Maths and English	- NVQ 2 Business Administration and/or appropriate Ordinary National Certificate and /or BTEC - Institute of Cemeteries and Crematoria Management Qualification (relating to administration of burials and cremations – training will be provided if not) - Payment Card Industry Data Security Standard electronic card payments qualification (Training will be provided if not)
Competence Summary (Knowledge, abilities, skills, experience)	Knowledge: - An understanding of General Data Protection Regulation practices. Abilities: - The ability to communicate with the bereaved in an efficient, positive sympathetic and/or friendly manner face to face, by telephone and by letter. - Ability to work with and protect confidential and/or sensitive information. - Ability to understand data and to accurately transpose it between software databases. - Ability to communicate legal information. Skills: - Confident in the use of Microsoft Word and Excel Packages. - Skilled in dealing with difficult or awkward conversations. - Good organisation skills. - Good customer care skills. - Skilled in the use and operation of audio-visual software. Experience: - Strong administrative experience	- Experience with invoicing, banking, and processing financial payments. - Experience of working within the bereavement industry. - Experience of working with wider Microsoft Office applications

	• Customer Service experience • Experience of managing electronic records
Work-related Personal Requirements	• Ability to work as a member of a small team and relate well to others. • Flexible work ethic – willingness to assist work colleagues. • Excellent accuracy and attention to detail. • Adaptable – prepared to cover a variety of tasks or roles related to the bereavement Industry. • Ability to remain calm in stressful situations. • Confident and customer focussed. • Excellent timekeeper. • Smart appearance.
Other Work Requirements	• Ability to cover office between the hours of 8.30am and 5.00pm, Monday to Friday. • Ability to get to/from the workplace. • To act as keyholder and Emergency responder to out of hours alarms.
Role models and demonstrates the Council's values and behaviours	Our values define who we are. They outline what is important to us. They influence the way we work with each other – and the way we serve our residents and engage with our communities. We make our values real by demonstrating them in how we behave every day.

All staff should hold a duty and commitment to observing the Council's Equality & Dignity at Work policy at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and Council policies/procedures.

