

Job Description

Department: Resources

Division/Section: Customer Services / Bereavement Services

Job Title: Bereavement Officer - Crematorium

Post No: 000231

Grade: Grade 6

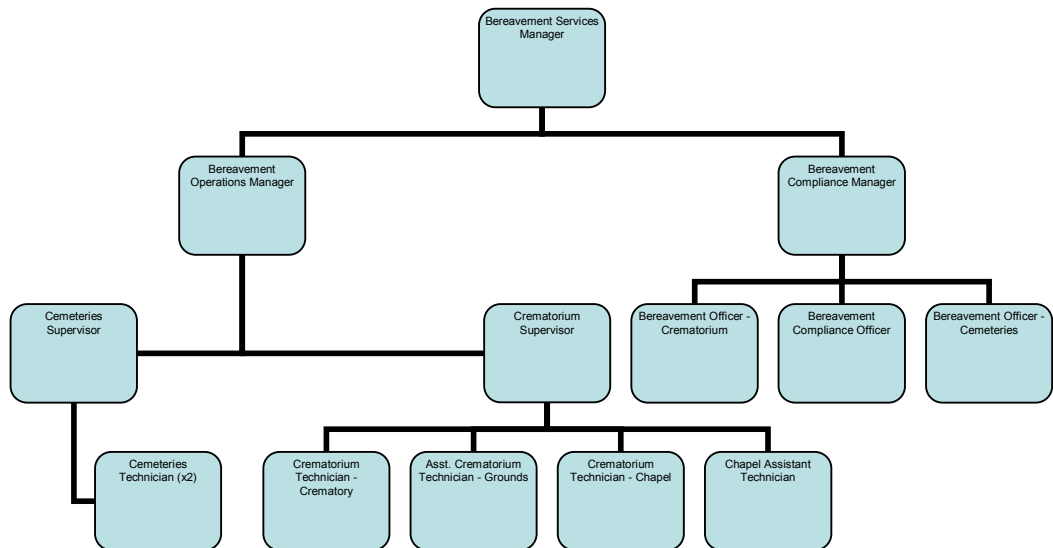
Reports to Post No / Title: Bereavement Services Manager – compliance

Line Management responsibility for: N/A

CRB Check applicable? Standard Enhanced None

Is post exempt under the Rehabilitation of Offenders Act 1974 in respect of declaration of spent convictions? Yes No

Organisation



- Job Purpose:**
- To provide a friendly and welcoming initial point of contact.
 - To reconcile and process statutory and non statutory cremation paperwork.

Description prepared by: Teena Wright

Date: 25/1/19

Description agreed by postholder:

Date:

Authorised by Director:

Date:

Main Duties and Responsibilities:

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1. To provide reception and operational assistance to customers and to cover for the absence of the Bereavement Officer - Cemeteries.
2. To take funeral bookings and liaise with funeral directors, officiants, organists and the bereaved to ensure that bereaved families' requirements are met, as far as possible.
3. To provide an enquiry service to telephone and personal callers about the cemeteries and crematorium services.
4. To carry out basic administrative functions including operation of computerised bookings systems, entry of data in statutory registers and sending correspondence to members of the public.
5. To carry out witnessed strewing services, including preparing and conducting services which may incorporate readings, poems and prayers.
6. To operate the cash till and handle income, including, in the absence of the Bereavement Compliance Officer, daily reconciliation in compliance with financial regulations.
7. To assist with crematorium memorial applications, transfer of ownership and maintaining records.
8. To assist with audits of memorials at crematorium.
9. To contribute to the development of the service through annual planning and other processes.
10. To attend out of hours operations, including the Memorial Service, Open Day and Carol Services. As part of a team rota, to man the office on Saturday mornings and to service the Book of Remembrance Room on Sundays and Bank Holidays.
11. To carry out all responsibilities with regard to the Council's Equal Opportunities Policy and Procedures and Customer Care Policy.
12. To comply with all Health and Safety At Work requirements as laid down by the employer.

Flexibility Clause:

Other duties and responsibilities express and implied which arise from the nature and character of the post within the department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments.

Variation Clause:

This is a description of the job as it is constituted at the date shown. It is the practice of this Authority to periodically examine job descriptions, update them and ensure that they relate to the job performed, or to incorporate any proposed changes. This procedure will be conducted by the appropriate manager in consultation with the postholder.

In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible Peterborough City Council reserves the right to make changes to your job description following consultation.