

## Job Description

**Department:** Strategic Resources

**Division/Section:** Customer Services / Bereavement Services

**Job Title:** Bereavement Officer - Cemeteries

**Post No:**

**Grade:** Grade 6

**Reports to Post No / Title:** Bereavement Services Manager - compliance  
232

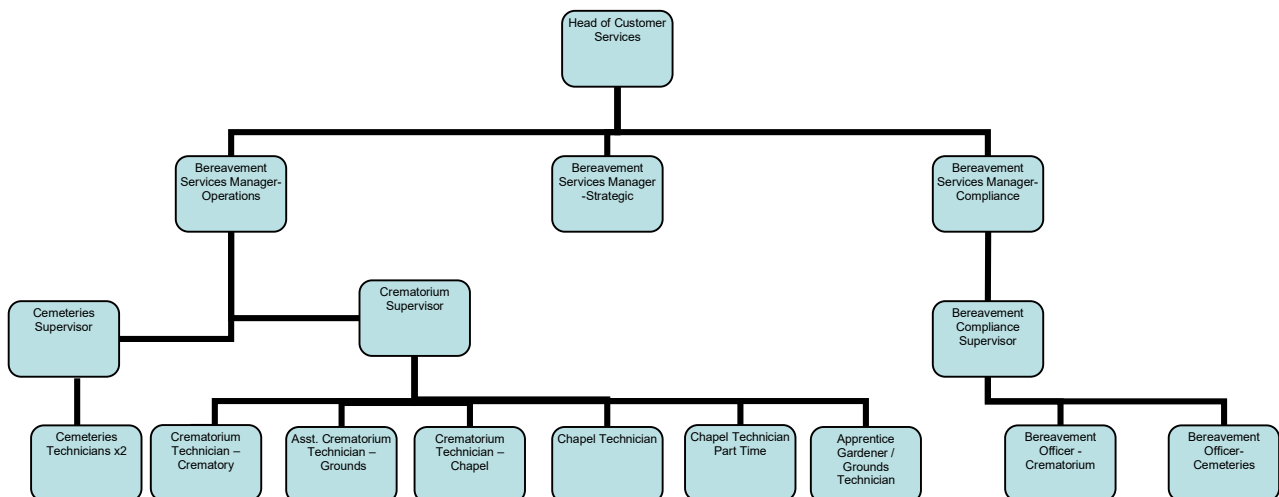
**Line Management responsibility for:** N/A

**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 ☒



**Job Purpose:**

- To provide a friendly and welcoming initial point of contact.
- To reconcile and process statutory and non statutory cemetery paperwork.

**Description prepared by:** David Adams

**Date:** 29/6/10

**Description agreed by postholder:**

**Date:**

**Authorised by Director:** John Harrison

**Date:** 23/8/10

## **Main Duties and Responsibilities:**

### **Main Duties and Responsibilities:**

1. To provide reception and operational assistance to customers and to cover for the absence of the Bereavement Officer - Crematorium.
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 booking 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 Supervisor, daily reconciliation in compliance with financial regulations.
7. To process cemeteries' memorial applications, grave transfers and administer the memorial safety programme.
8. To contribute to the development of the service through annual planning and other processes.
9. 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 service the Book of Remembrance Room on Sundays and Bank Holidays.
10. To carry out all responsibilities with regard to the Council's Equal Opportunities Policy and Procedures and Customer Care Policy
11. 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.

## Person Specification

**JOB TITLE:** Bereavement Officer - Cemeteries

**POST NO:**

**SCALE:** Grade 6

**DEPARTMENT:** Strategic Resources

**DIVISION:** Customer Services

**DIRECTOR:** John Harrison

**DATE:** 29<sup>th</sup> June 2010

**COMPLETED BY:** David Adams

*[ At the end of each criteria the following codes are used to indicate how the criteria will be assessed: (A) Application / (I) Interview, (P) Presentation, (W) Written Test. Add any other codes used here.]*

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>The ability to demonstrate an understanding of good customer care (A/I).</li> </ul>	
<b>SKILLS &amp; ABILITIES</b>	<ul style="list-style-type: none"> <li>An ability to work as part of a team with a flexible approach (A/I).</li> <li>Experience of computers and keyboard skills (A/I).</li> <li>Effective written and oral communication skills (A/I).</li> <li>Ability to maintain accurate records (A/I).</li> </ul>	<ul style="list-style-type: none"> <li>Familiar with Microsoft Word and Excel (A/I).</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>Experience of dealing with the public and external organisations on the telephone or in person in a professional and sensitive manner (A/I).</li> </ul>	
<b>QUALIFICATIONS</b>		
<b>PERSONAL CIRCUMSTANCES</b>	<ul style="list-style-type: none"> <li>Ability to work flexible hours (A/I).</li> </ul>	
<b>EQUALITY</b>	<ul style="list-style-type: none"> <li>Candidates must demonstrate understanding of, acceptance and commitment to the principles underlying equal opportunities (A/I).</li> </ul>	
<b>CUSTOMER CARE</b>	<ul style="list-style-type: none"> <li>Knowledge and understanding of effective customer care (A/I).</li> </ul>	