

Job Description

Job title	BEREAVEMENT SERVICES OFFICER (Admin)
Directorate	PLACE : Regeneration, Culture and Environment
Division	BEREAVEMENT SERVICES
Range	MPR 3
Reports to	CEMETERY MANAGER

Main purpose of the job:

To assist with the day-to-day operation and provision of the service including cremations, burials and memorials as well as provide support to the Cremation Technicians.

Administration duties will include entering information into bespoke databases, working with mapping software, undertaking searches of registers and keeping spreadsheets up to date.

To provide information and advice to members of the public and funeral directors relating to service provisions, grave ownership, cemetery memorial permits and the selling / ordering of cremation leased memorials.

The taking of payment either in person or over the telephone and carrying out financial administration utilising Medway Councils in-house finance system

To ensure compliance with all current legal, environmental and Health & safety regulations

Liaise with stakeholders in a way that promotes the [vision and values](#) of the Council.

Accountabilities and outcomes:

Manage and process the legal paperwork to ensure that all burials and cremations are authorised in a timely manner to proceed.

Manage and process the crematoriums leased memorials including the book of remembrance, ensuring that ordering new plaques/ entries, letters, renewals and audits are processed without fault.

Production of new grave deeds, ensuring that change of ownership is legally processed and only authorised personnel apply for graves to be re-opened in line with current legislation.

Production of new cemetery memorial permits, ensuring that stone masons are on the Councils approved list and can work within Medway Cemeteries.

Arranging a funeral under Section 46 of the Public Health Act 1984, conducting property searches, liaising with banks, housing associations and any friends or family members in a timely manner.

The management of stock items, raising purchase orders and paying invoices in a timely manner using the Councils in-house financial system, ensuring the efficient running of services.

The processing and management of invoices to funeral directors to ensure payment is received in a timely manner and any queries to be investigated efficiently.

To undertake full support to the Cremation Technicians, covering Chapel duties, Witness Strews and Cremator management to ensure funerals are protected during times of annual leave / sickness.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Development Framework.

To actively promote the Council's Fair Access, Diversity and Inclusion Policy and observe the standard of conduct which prevents discrimination taking place.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Organisation:

This role reports to the Cemetery Manager

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

FIXED - The post holder will be permanently based at MEDWAY CREMATORIUM, although they may be expected to work at any location across Medway including the 4x Cemeteries within the borough.

Person specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

- Good general level of education with 4 GCSEs (level 4-9 or equivalent) including English and Maths

Level B (in addition)

- no additional qualifications

Level C (in addition)

- no additional qualifications
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Knowledge

The accountabilities mentioned in the person specification relate to:

- i. Knowledge / Experience of managing and processing the legal paperwork to ensure that all burials and cremations are authorised in a timely manner to proceed.
- ii. Knowledge / Experience of managing and processing the crematoriums leased memorials including the book of remembrance, ensuring that ordering new plaques/ entries, letters, renewals and audits are processed without fault.
- iii. Knowledge / Experience of the production of new grave deeds, ensuring that change of ownership is legally processed and only authorised personnel apply for graves to be re-opened in line with current legislation.
- iv. Knowledge / Experience of the production of new cemetery memorial permits, ensuring that stone masons are on the Councils approved list and can work within Medway Cemeteries.
- v. Knowledge / Experience of arranging a funeral under Section 46 of the Public Health Act 1984, conducting property searches, liaising with banks, housing associations and any friends or family members in a timely manner.
- vi. Knowledge / Experience of the management of stock items, raising purchase orders and paying invoices in a timely manner using the Councils in-house financial system, ensuring the efficient running of services.
- vii. Knowledge / Experience of the processing and management of invoices to funeral directors to ensure payment is received in a timely manner and any queries to be investigated efficiently.

Level A

- Good understanding and knowledge of at least one duty
- *Basic knowledge of Local Authority Cemetery Order 1977, Section 46 of the Public Health Act 1984 and Cremation Regulation 2008.*

Level B (in addition)

- Good understanding and knowledge of at least four duties
- *Good working understandings of legislation listed at Level A*

Level C (in addition)

- Excellent understanding and knowledge of all duties
 - *Excellent working understanding of Section 46 of legislation listed at Level A*
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Experience

Level A

- Experience of working within a front line service and working directing with the public.
- Experience of carrying out a minimum of 1 of the Accountabilities above .

Level B (in addition)

- 2 years experience of working within the bereavement industry
- The ability to fully carry out a minimum of 4 of the Accountabilities above when answering queries covering sickness/ annual leave.

Level C (in addition)

- 5 years experience of working within the bereavement industry
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- Experience of covering Chapel Duties
 - Experience of providing guidance on internal policies and procedures to assist in training new staff members.
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- The ability to fully carry out all Accountabilities
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Skills

Level A

- Proficient in the use of all Microsoft office packages including TEAMS
- Full driving licence valid for use in the UK and access to own transport for work purposes
- Good written and oral communication skills to present varied information in an understandable way to a range of audiences.
- Ability to be calm when speaking with upset customers with the ability to solve problems quickly, effectively and sympathetically.
- Ability to be empathic having consideration for the bereaved whilst having a clear and positive understanding of customer care
- Ability to handle and process cash/ documentation relating to considerable financial amounts accurately.

Level B (in addition)

- Ability to work independently within defined procedures, using initiative to find solutions for more complex problems and situations.

Level C (in addition)

- Ability to undertaking witness strews, which will include preparing the remains, liaising with the families and leading the process in the grounds
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