



**North  
Northamptonshire  
Council**

## **Job Description and Person Specification**

### **Bereavement Services Officer**

<b>Service Area:</b>	<b>Regulatory Services</b>
<b>Reports to:</b>	<b>Bereavement Services Senior Officer</b>
<b>Salary scale:</b>	<b>Band 5 £33,366 - £35,235</b>
<b>Responsible to:</b>	<b>Bereavement Services Team</b>

### **Purpose of the job**

To contribute to a high quality and effective Service within the Council's Bereavement Services functions including burials and cremations, Warren Hill Crematorium, cemetery grounds, closed churchyards, and public health funerals to ensure the council provides services which both meet the needs of its customers and are responsive to market opportunities to increase market share and income.

This post is a multi-functional role. While the key role is to ensure that all functions within the postholder's level of responsibility are carried out in accordance with statutory requirements, the postholder will be a team player able to cover other roles within the service. The post is full time and based at Warren Hill Crematorium. This is due to the nature of the role and service needs. holder will also provide a sensitive and quality service to our customers.

The post holder will have a primary Service focus in respect of an area of Bereavement Services responsibility and will provide support to the Bereavement Services Senior Officers in ensuring that a modern, forward thinking, and compliant service is delivered; achieving relevant outcomes in this area undertaking appropriate learning and development to enable delivery of such outcomes.

To prepare and complete statutory documentation relating to all services relating to Bereavement Services, and to ensure all databases and records are kept up to date. To attend services and act as conduit between the families, funeral directors, and ground maintenance. To promote the sales of memorials and services and products offered by the Service and process payments. To use cremators effectively and efficiently to ensure they are operated in a safe and legal manner, adhering to relevant legislation including environmental protection requirements, and to provide advice and guidance to all parties contacting Bereavement Services.

Bereavement Services currently include Cremations, Burials, and all services associated with these functions. The service is continuously developing and therefore this offer may change over time.

## **Principal responsibilities**

1. Carry out all duties in accordance with all current legislation, guidance and best practice including accurate record keeping in line with policies and procedures.
2. Input accurately into all databases and systems ensuring that appointment systems are kept up to date and statutory paperwork is fully completed, including Medical Referee papers where necessary.
3. Carry out reception, ceremony room duties in accordance with the requirements of the service and provide advice and support to service users as necessary.
4. Attend burial and cremation services to verify details as required, receive statutory documentation where necessary and ensure that the wishes of service users are met.
5. At the end of each funeral, when the bereaved have left, move the floral tributes to the appropriate area and ensure that all rooms and graves are ready for the next ceremony or stage of completion.
6. As required carry out the scattering of remains when necessary.
7. Ensure that the highest standards of cleanliness are maintained throughout the sites including cleaning ceremony rooms, chapels, the crematory, customer facilities and all other areas internally and externally as required. Report any defects to the Bereavement Services Senior Officers or Manager as soon as possible.
8. Locate and identify graves for excavation by the ground's maintenance service and liaise to ensure work is completed in a professional and timely manner.
9. Carry out inspections of memorials to ensure compliance with health and safety standards and current guidance
10. Work with stakeholders and partners to ensure the effective delivery of the service. These include but are not restricted to;
  - a. Internal: Members and Officers of the council, including the Medical Referee, grounds maintenance.
  - b. External: Members of the public, Coroner's Office, Staff of Kettering General Hospital, Funeral Directors, North and West Northamptonshire County Registration Service, Memorial/ crematorium equipment companies.

## **General responsibilities applicable to all jobs**

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioral, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Carry out any other duties which fall within the broad spirit, scope, and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

## Person Specification – Bereavement Services Officer

Attributes	Essential criteria	Desirable criteria
Experience and Knowledge	<p>Experience in a customer facing environment</p> <p>Evidence of continual professional development</p>	<p>Experience of burial &amp; cremation administration</p> <p>Experience of dealing with the bereaved</p>
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Ability and Skills	<p>Ability to work to tight deadlines and be flexible in work approaches.</p> <p>Demonstrate excellent communication skills level of written and oral communication and IT user skill.</p> <p>Ability to develop and maintain good working relationships with a wide range of customers, stakeholders, and partners.</p> <p>Caring attitude to customers and able to support our diverse range of customers</p> <p>Willingness and ability to work outside of normal working hours, including evenings and weekends.</p> <p>Ability and willingness to travel around the county, including at short notice.</p>	

Equal Opportunities.	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	
Safeguarding	Demonstrate an understanding of the safe working practices that apply to this role.	

