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**Job Description and Person Specification**

**Bereavement Services Senior Officer**

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| **Service Area: Regulatory Services** |
| **Reports to: Bereavement Services Manager** |
| **Salary scale:**  **NNC Band 6 £37,035 - £39,513** |
| **Responsible for: Bereavement Services Officers and Apprentices** |

**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 postholders will be team players able to cover other roles within the service. The postholders will also provide a sensitive and quality service to our customers. The post is full time and based at Warren Hill Crematorium. This is due to the nature of the role and service needs.

The post holder will be a Service specialist/lead officer in respect of an area of Bereavement Services responsibility and provide technical support to the Bereavement Services manager in ensuring that a modern, forward thinking, and compliant service is delivered; achieving relevant outcomes in this area and facilitating officers to undertake appropriate learning and development to enable them to deliver such outcomes.

To prepare, complete and review 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 ensure that Payments are properly processed. To act as Deputy, Register of Burials and Cremations. To ensure that the cremators are used by all officers 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. Ensure that all duties are carried out in accordance with all current legislation, guidance and best practice including accurate record keeping in line with policies and procedures.
2. Maintain all databases and systems for appointments and statutory paperwork for services and prepare papers for Medical Referee where necessary and ensure they are kept up to date
3. Ensure that all ceremony and room duties are completed in accordance with the requirements of the service and provide advice and support to service users as necessary.
4. Make arrangements with the Maintenance Contractors for servicing and repair of service equipment including the cremators.
5. Carry out appropriate administration functions including covering reception, processing documentation, answering the telephone and other duties as considered suitable by the Bereavement Services Manager.
6. Make all necessary arrangements for the disposal of the dead as required by the Public Health (Control of Diseases) Act 1984, and the recovery of costs wherever possible.
7. Ensure that the highest standards of cleanliness are maintained throughout all Bereavement Services sites including cleaning ceremony rooms, the crematory, customer facilities and all other areas internally and externally as required.
8. Deputise for the Bereavement Services Manager during periods of leave, etc.
9. Attend services to verify details as required, receive statutory documentation where necessary and ensure that the wishes of service users are met.
10. Carry out inspections of memorials to ensure compliance with health and safety standards and current guidance
11. Work with stakeholders and partners to ensure the effective delivery of the service. These include but are not restricted to;
    1. Internal: Members and Officers of the council, including the Medical Referee, grounds maintenance.
    2. 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 Senior Officer**

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| **Attributes** | **Essential criteria** | **Desirable criteria** |
| Education,  Qualifications and  Training | Diploma of the Institute of Burial & Cremation Administration.  Or Diploma in Funeral Directing  Minimum of pass in GCSE English and math’s or equivalent  Competent in use of databases | Other Qualifications e.g., ICCM Diploma, NAFD Diploma, Cremator Technician Certificate. |
| Experience and Knowledge | Significant experience of burial and cremation administration with current knowledge of burial and cremation processes.  Significant experience in a customer facing environment  Knowledge of current medical referee processes  Experience of cremation and cremator operations  Evidence of continual professional development.  Knowledge and experience of how to effect cultural and behavioural change, developing high performing teams.  Service planning knowledge and experience.  Strong line management skills. | Knowledge and understanding of relevant burials and cremations legislation.  Commercial experience and business acumen. |
| Ability and Skills | Ability to work to tight deadlines and be flexible in work approaches.  Demonstrate excellent communication skills level of written and oral communication and IT user skill.  Ability to develop and maintain good working relationships with a wide range of customers, stakeholders, and partners.  Caring attitude to customers and able to support our diverse range of customers  Willingness and ability to work outside of normal working hours, including evenings and weekends.  Ability and willingness to travel around the county, including at short notice. |  |
| 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. |  |