

Role Profile

This section provides key information relating to the role

Job Title:	Bereavement Officer		
Post No:	RP0021	Grade:	G
Team:	Bereavement Services	Location:	Oakhill Lawn Cemetery and Crematorium
Responsible to:	Bereavement Services Team Leader		
Responsible for:	N/A		

Overall job purpose:

The Bereavement Services officer is a unique and multi-skilled role and as such the post holder will be expected to work across the range of Bereavement Service areas.

You will be caring and committed to delivering excellent customer service, working with Funeral Directors and bereaved families to deliver the services required to a high standard.

You will be flexible, working on a rota basis, ensuring tasks are undertaken in a dignified and understanding manner, in line with the ICCM Guiding Principles and Code of Cremation Practice as well as well-defined legal requirements.

Key areas of focus:

1.	To be part of the Bereavement Services team, delivering a compassionate service to the bereaved and a comprehensive service for members of the public in accordance with the Council's service and business plans.
2.	Dealing with queries and complaints in relation to the Services.
3.	Ensure that Council IT systems, including CXM, PlotBox etc. are effectively maintained to record customer contacts, on site location of cremated remains, burials and purchased graves, keeping all site plans, interment registers and cremation records up to date and accurate.
4.	Showing families around the grounds to view memorial options and ensuring memorials comply with Council policy and health and safety.
5.	Proactive management of contractors on site, including grounds maintenance, grave digging and general cleaning of the site.
6.	Chapel duties, including preparation and cleanliness of the chapel and associated areas before each service and welcoming the families and Funeral Directors attending and directing them to their seats, ensuring orders of service are in place.
7.	Undertake the end-to-end cremation process and ashes management in accordance with procedures and legal requirements, accurately recording

	information associated with the process and carry out necessary checks prior to cremation e.g. identification, documentation etc. This will include the operation the Cremators and ancillary equipment in line with manufacturers' guidelines, whilst adhering to legal requirements and FBCA Code of Cremation Practice, for which full training will be provided.
8.	Undertake minor routine maintenance and checks of the Service equipment, arranging for quotes and periodic servicing, reporting any defaults to the Bereavement Services Team Leader(s).
9.	To promote equality and diversity in the workplace and in the services of the Council and to deliver the Council's equalities and diversity priorities.
10.	The ability to converse with ease with other staff and members of the public and to provide advice in accurate spoken English is essential for this post.
11.	Any other duties that are commensurate with the level and grade of this post.

Role Requirements

The following outlines the criteria for this post.

Criteria	Essential	Desirable	Assessment Criteria
Qualifications and experience			
Minimum GCSE (or equivalent) passes. Grade C or above in Maths or English	x		AP
NVQ 2 Business Administration and/or BTEC		x	AP
Institute of Cemeteries and Crematoria Management Qualification or equivalent and relevant experience		x	AP
Experience in use and operation of audio-visual software		x	AP
Experience in use of PlotBox or equivalent management system		x	AP
Knowledge			
Knowledge of Burial and Cremation Law		x	AP/AS/IN
Knowledge of Cremation Processes		x	
Skills and abilities			

Proficient in use of Microsoft Excel/Word packages		x	AP/AS/IN
Ability to communicate sensitive information	x		AP/AS/IN
Excellent customer care skills	x		AP/AS/IN
Excellent organisation and administration skills	x		AP/AS/IN
Ability to operate equipment in line with manufacturers' manuals	x		AP/IN
Other attributes			
Ability to drive and possession of a current UK driving licence	x		AP
Ability to work a rota – 5 days a week including some Saturdays	x		AP
It is a requirement that upon entering the service, the post holder must undertake the training if not already in held of the FBCA crematorium Technician Training to formally hold a certificate of Proficiency in accordance with the Cremation Regulations	x		AP/IN

Assessment Criteria:
(AP) Application, (AS) Assessment, (IN) Interview

Our Values and Behaviours



Our CORE values are key to delivering our vision, plans and strategies.

Collaborative	Open	Responsible	Excellent
We work together to get things done	We behave with integrity & fairness	We take responsibility for our actions and decisions	We perform at our best & strive for excellence

It's really important that you have a genuine passion for doing a great job and our behavioural competency framework sets out how we want people to work, ensuring everyone is valued, supported and empowered.

These competencies will be assessed throughout the recruitment and selection process, as well as part of your ongoing development and progression.