



Information pack for the post of
Cemetery Officer
Job reference number 1265
Closing date: 25 July 2025 (noon)
Interview date: 8 August 2025

Guidance on completing the application form.

Please ensure all sections of the application form are complete.

Before filling in your application form, please read the job description carefully. This outlines the duties to be performed, the person specification will outline the skills, abilities and qualifications required of the postholder. You will need to demonstrate that you meet the requirements of the job description, (or at least have the potential to do so), in order to be shortlisted for an interview.

Please note, when copying and pasting text into the online application form the formatting may change, so please check before submitting.

Disclosure and Barring Service (DBS)

Some posts may be subject to a basic or an enhanced DBS check. This will be stated in the advertisement, Job Description or Person Specification. Further information about this check can be obtained from the following website:
www.gov.uk/disclosure-barring-service-check

Politically Restricted Post

Some posts may be politically restricted which means Under the Local Government and Housing Act 1989 some posts will be disqualified from being a Councillor, Member of Parliament or Member of the European Parliament. The regulations restrict you from undertaking:

- Candidature for election
- Holding office in a political party
- Canvassing at elections
- Speaking or writing publicly on matters of party political controversy.

Additional Clearance

Some posts may at any time be required to undertake additional clearance or checks.

These may be required in order to comply with a request from a Government body or as a result of a statutory requirement and may include some form of criminal record check.

Referees

References must cover the last 3 years together with a reasonable account of any significant periods (6 months or more) of time spent abroad.

Ensure that the names of referees that you supply relate to people who you know in a professional capacity. Ideally, at least one referee should be your current manager or college tutor. Previous managers or tutors can also be named, but where possible, you should avoid providing names of colleagues or friends as referees.

Your referees will be asked to supply information regarding your professional and technical ability, your character and personality, and your timekeeping and reliability. They will also be asked for information regarding your general health and absences on the grounds of sickness over the last two years.

Evidence of information provided in your application form

Successful candidates will be required to provide documentary evidence of the qualifications required to do the job. We reserve the right to verify any information given on the application form and failure to provide such evidence will result in the offer being withdrawn or in dismissal.

Equality and diversity

Spelthorne Borough Council is committed to equality of opportunity for all in relation to the services and functions it carries out and in the employment practices it follows. As a responsible employer, the Council will conduct its affairs in a manner which will not unlawfully and unjustifiably cause disadvantage to any employee or job applicant on the following grounds: age, disability, sex, gender reassignment, pregnancy and maternity, race, sexual orientation, religion or belief or marriage and civil partnership.

As users of the disability confident scheme, we guarantee to interview all disabled applicants who meet the minimum criteria for the vacancy.

Complaints about equality and race equality issues will be dealt with promptly and seriously. Please refer to our website for further information.

Eligibility to work in the UK

The Asylum and Immigration Act makes it a criminal offence for employers to recruit staff who are not entitled to work in the UK. Therefore any offer of employment will be subject to the provision of documentary evidence to demonstrate that the successful candidate is entitled to work in the UK.

What happens after I submit in my application?

The shortlisting panel will look at your application form after the closing date to see how well your skills, experience and knowledge meet the requirements of the job set out in the person specification. Candidates who are shortlisted for interview will be advised of the arrangements.

Telephone **01784 444263** or e-mail recruitment@spelthorne.gov.uk with any queries.

You are also able to apply online using www.surreyjobs.info

surreyjobs.info
A revolution for Public Sector jobs in Surrey
www.spelthorne.gov.uk



**Cemetery Officer****Salary £31,368 - £37,298 pa plus essential car user allowance****36 Hours Mon-Fri**

Neighbourhood Services are looking for a Cemetery Officer to liaise with funeral directors in organising bookings for burials in our four cemeteries within the borough.

Duties to include take calls and answering emails from funeral directors and bereaved family members in organising funerals. To regularly visit the cemeteries in the borough and liaise with cemetery staff prior to burial (Driving Licence is essential for site visits). Arranging permits for memorial masons to install headstones and memorials. To update the cemetery database with historical data from the burial books and grave grants. To facilitate the arranging of memorial testing for all cemeteries and burial grounds every five years. To review the Cemetery website and update on a regular basis.

You will have strong IT and clerical skills together with excellent customer service and communication skills. You should be team focused, adaptable, approachable and compassionate.

The ability to converse at ease with customers and provide advice in accurate spoken English is essential for customer facing posts. These posts fall within the scope of the Code of Practice on English language requirement for public sector workers. The Council, therefore, has a statutory duty under Part 7 of the Immigration Act 2016 to ensure that post holders have a command of spoken English sufficient for the effective performance of the job requirements. If you have any queries or would like to discuss this further, please contact Human Resources.

Spelthorne Borough Council use the Microsoft Authenticator app as a secure way of accessing our network. Successful candidates will be required to use their own mobile device to download and use Authenticator.

In return, we can offer excellent conditions of service with a benefits' package that includes flexible working hours, pension scheme and at least 23 days' paid leave per year (pro rata for part time).

Closing date: 25 July 2025 (noon)**Interview date: 8 August 2025****To apply please use the 'apply online' button.**

CVs can only be accepted in support of a completed application form.

Unfortunately, we are unable to reply to all candidates. If we have not contacted, you within 3 weeks of the closing date then your application has been unsuccessful.

All shortlisted applicants will be contacted via email after the closing date.

Working towards equal opportunities

Strictly No Agencies

Job Description

Date Prepared: May 2025

Post Title: Cemetery Officer

Post Number: 2385 **Grade:** 5/6

Directorate: Neighbourhood Services

Section Head: Group Head Neighbourhood Services

Report To: Senior Admin Manager

General Duties: Responsible for arranging bookings for burials within the borough working with funeral directors and bereaved family members. Completing and forwarding paperwork relating to a burial to the relevant registry office. Maintaining burial, grave and plot owner records. Transferring data from burials books/grave grants to cemetery database. Updating the Council's cemetery webpages to promote the borough cemeteries and services. Research additional funding opportunities in line with new and existing recommendations and reports. To keep updated with Burial Law and Health & Safety Legislation by attending ICCM or other suitable training courses.

General Responsibilities: **Equal Opportunities:** The Council is committed to achieving equality of opportunity and expects all employees to implement and promote its policies in all areas of their work including attending training as appropriate.

GDPR: The Council is committed to the principle of confidentiality and the requirements of the Data Protection Act and expects all employees to implement and promote its policies in all areas of their work including attending training as appropriate.

Health and Safety: The Council is committed to providing a healthy and safe working environment and expects all employees to implement and promote policies in all areas of their work including attending training as appropriate.

Particular duties and responsibilities:

1. To be the lead contact for the Cemeteries Department and assist Funeral Directors and bereaved family members in organising funeral arrangements.
2. To ensure that all bookings comply with Burial Law and Health & Safety Legislation and the relevant legal documentation is received.
3. To comply with the Council's Data Protection Policy.
4. To liaise with the Parks & Open Spaces Admin Assistant to arrange for the delivery of paperwork to cemeteries and burial grounds within the Borough of Spelthorne.
5. To complete and forward 'Certificate for Burial or Cremation' (green form) or 'Coroner Order of Burial' to relevant Registry Offices.
6. To raise invoices for burials that have taken place within the borough and ensure that they have been paid.
7. Maintain all records in relation to cemetery and burial ground management including burial, grave & plot owner records.
8. Transfer all historical data from burial books and grave grants to our burial booking system.
9. To respond to any correspondence via post, email or telephone in line with the Council's response timescale.
10. To respond to any Freedom of Information requests (FOI's).
11. To liaise with Parks & Open Spaces Manager and Parks & Open Spaces Administrator with any burial or grounds maintenance issues relating to our cemeteries.
12. To facilitate the arranging of memorial testing for all cemeteries and burial grounds that the Council are responsible for within the borough. This takes place every 5 years and the last one took place in 2024.
13. To obtain membership to the Institute of Cemetery & Crematorium Management (ICCM) and complete any ICCM courses relevant to your role to update yourself on any changes on Burial Law and Health & Safety Legislation. Other courses, such as APSE, will also be considered.
14. Ensure that covering staff are trained and kept up to date with funeral bookings, Burial Law, Health & Safety Legislation and other applications.

15. Continually review and update the Council's website to promote the borough's cemeteries and burial grounds.
16. To be pro-active in seeking additional funding opportunities in line with new and existing recommendations and reports.
17. To research a Public Record Information software package to enable residents to access grave information for a fee. This will involve arranging meetings with potential suppliers to look at different systems and obtaining quotations.
18. To assist the Neighbourhood Services Admin Team with answering telephones and dealing with queries where necessary.
19. Duties, which include processing of any personal data, must be undertaken within the corporate data protection guidelines (Data Protection Act 2018). To ensure that all work undertaken complies with the relevant Procedure Manual and is in accordance with Council and Statutory requirement.
20. Carry out such other duties as may be required by your Group Head/Deputy Chief Executive appropriate to your skills and to a level of responsibility not exceeding the grade on which you are appointed. In accordance with the Equality Act any reasonable adjustments will be made to overcome any factor which puts a disabled employee or applicant at a disadvantage.

Person Specification

Post: Cemetery Officer

Post number: 2385

Key job requirements	Desirable/ essential	Testing mechanism
1. Skills		
To have strong IT and clerical skills (Microsoft Office)	Essential	App/Interview
To be able to update and maintain accurate records both manually and electronically.	Essential	App/Interview
Good written communication skills	Essential	App/Interview
To be able to understand, interpret and follow legal guidelines and processes to ensure compliance with statutory legislation	Essential	App/Interview
Good telephone skills	Essential	App/Interview
2. Experience		
Previous experience in a Cemetery Department	Desirable	App/Interview
Dealing with people at different levels and be compassionate	Essential	App/Interview
Knowledge of business process review	Desirable	App/Interview
Prioritising workloads	Essential	App/Interview
To be able to represent the Council positively and professionally	Essential	App/Interview
To be able to communicate in a professional way both in writing and verbally	Essential	App/Interview
3. Knowledge		
Location of Spelthorne Cemeteries & Burial Grounds	Desirable	App/Interview
Knowledge of Burial Law	Desirable	App/Interview
Health & Safety Legislation/responsibilities	Desirable	App/Interview
Understanding of service quality	Essential	Interview
4. Qualifications		
Full UK Manual Driving Licence	Essential	App/Interview
Member of ICCM	Desirable	App/Interview
Good standard of education	Essential	App/Interview
Computer Skills (BACAS)	Desirable	App/Interview
5. Personal Qualities		
Willing to work along or as part of a team	Essential	App/Interview
Customer focused	Essential	App/Interview
Adaptable, approachable, innovative and compassionate	Essential	App/Interview
Ability to work flexibly and to motivate and support	Essential	App/Interview
Relay information effectively, both written and verbal	Essential	App/Interview