

**PARK SUPPORT AND CEMETERY OFFICER**

**JOB DESCRIPTION**

**Job title**: Park Support and Cemetery Officer

**Based**: The Chapel Office, Brompton Cemetery, London, SW10 9UG, with weekly travel to The Regent’s Park Office, Inner Circle, London, NW1 4NR and occasional travel to all parks

**Salary**: £27,846 – £29,500 per annum, depending on experience

**Terms**: Permanent contract on a full-time basis, 36 hours per week. Due to the nature of this role, the post holder will be required to be on-site 5 days per week

26 days annual leave plus public holidays, increasing to 29 days after 3 years’ service

 A pension scheme and healthcare plan are available.

**Reporting to:** Finance Support Manager with a dotted line to the Cemetery Services and Business Development Manager

**Responsible for:** N/A

**Internal relationships:** Brompton Cemetery Management team,Visitor & Park Support Team, Park Operations, Finance, Events, Communications and Engagement Directorates, and any colleagues with insurance query.

**External relationships:** Park visitors, parks contractors (cleaning, catering, deckchairs, landscape and works) & concessionaries, suppliers, The Metropolitan Police officers, insurance brokers, interest groups (inc. The Friend’s Group) and voluntary organisations.

**BACKGROUND**

The Royal Parks is a charity that manages over 5,000 acres of diverse parkland, rare habitats and historic buildings and monuments in eight Royal Parks across London. These are: Hyde Park, Kensington Gardens, The Green Park, St James’s Park, The Regent’s Park and Primrose Hill, Greenwich Park, Richmond Park and Bushy Park. We also manage other important public spaces including Brompton Cemetery and Victoria Tower Gardens. Our eight Royal Parks and other public spaces are among the most visited attractions in the UK with tens of millions of visits every year.

**JOB PURPOSE**

In this role, you will be assisting the Park Management Teams and Visitor Support teams in the delivery of services by providing on-site business support and administrative functions, cemetery and funerary services, as well as providing support related to insurance matters and vehicle fleet administration.

This is an exciting new role, as you will have an opportunity to work across two sites- working 3 days a week at Brompton Cemetery and 2 days at Regent’s Park. Both parks have different requirements so no two days will be the same.

**MAIN DUTIES/RESPONSIBILITIES**

**General responsibilities**

1. Attend to site visitors, TRP staff, associated contractors, and other companies, on both sites, Brompton Cemetery and Regent’s Park offices
2. Facilitate meetings and room bookings, as well as the equipping of meeting spaces including set up of IT and equipment, record and produce minutes of internal and external meetings, as required
3. Input and receipt purchase orders and raise client sales invoices on behalf of the Park Management Teams
4. Assist the Park Management and Visitor Support team with specific park knowledge to help them in answering queries and complaints
5. Ensure office equipment and supplies are stocked and in working order
6. Handle incoming and outgoing post
7. Issue vehicle permits for contractors and visitors using the local portal system, and issue licenses for activities such as dog walking and fitness training where relevant
8. Receive and record items of lost property and arrange return to owner or disposal of items according to the TRP policy
9. Support Park Services with vehicle fleet administration across the parks
10. Establish maintenance programme and fault reporting process for internal bicycle fleet and provide relevant administration support to encourage sustainable travel between and across parks
11. Act as the point of contact for internal insurance queries from colleagues, signposting to our insurance account managers and/or providing guidance as appropriate, updating relevant systems
12. Maintain regular contact with insurance brokers, coo-ordination of the annual insurance update process, liaising with all parts of TRP to gather updated information.
13. Work with Head of Health & Safety and internal stakeholders regarding internal and external insurance claims

**Cemetery support**

1. Support the Cemetery Supervisor in booking client funerary appointments
2. Assist with the facilitating of events delivered in the cemetery including the opening and closing of the chapel for funerals, and meeting and greeting clergy, celebrants, caterers and families
3. Manage keys within the Cemetery – ensuring that keys are labelled, securely stored, and signed in/out, and undertake annual inventory
4. Keeping of online burial database records up to date including adding photo images, correcting errors (when found) and/ or notified
5. Assisting with the checking and production of burial deeds, and assist in the undertaking of grave searches
6. Scanning and filing of all cemetery and funerary related records, including aged files
7. Carry out ad-hoc administrative jobs within the park to ensure the efficient running of the cemetery office, e.g. updating noticeboards / signage
8. Support the cemetery supervisor in the administration of financial transactions with funerary costs, providing funerary administration / funerary financial support
9. Support the cemetery supervisor in dealing with initial funerary related enquiries, taking and making phone calls and emails
10. Undertake to ensure the working cemetery calendar and site wide LANSA calendar (an interactive calendar) are kept up to date and always align accurately
11. From time to time you may be asked to perform other duties as reasonably required.

**PERSON SPECIFICATION**

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| **Selection criteria** | **Essential / Desirable** |
| **Qualifications** |
| * GCSE Maths and English Language – Grade C/4 equivalent or above
 | **D** |
| **Experience** |
| * Experience of providing a high level of customer service
 | **E** |
| * Significant experience of office IT applications including MS Teams, Outlook, Word & Excel and Microsoft Dynamics 365
 | **E** |
| * Experience of working within the funerary sector and/ or other relevant area demonstrating excellent levels of customer care in sensitive situations
 | **D** |
| * Experience of using financial systems and databases with asset and customer data.
 | **D** |
| * Experience of working in an office environment
 | **D** |
| **Skills, knowledge and ability** |
| * Good literacy, numeracy, and accuracy in undertaking administrative tasks
 | **E** |
| * Knowledge of processing invoices and dealing with sales invoices and POs
 | **E** |
| * Ability to provide prompt high-quality service while remaining calm under pressure
 | **E** |
| * Ability to collaborate with colleagues
 | **E** |
| * Ability to quickly adapt and remain flexible
 | **E** |
| **Other** |
| * Commitment to The Royal Parks’ values of being responsible, excellent, inclusive, open and respectful, and a commitment to supporting diverse and inclusive teams
 | **E** |

The Royal Parks is committed to creating a diverse and inclusive workplace and is an equal opportunity employer. We encourage applications from candidates from all backgrounds and successful candidates will be appointed on merit.

The Royal Parks is committed to safeguarding and promoting the welfare of children, young people and adults at risk from harm, and expects all staff and volunteers to share this commitment and follow the organisation’s policies and procedures. The Royal Parks provides an awareness training programme on Safeguarding for all staff, and further in-depth training for those working with children, young people or adults who may be at risk of harm.