**Job Description**

This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list, and the line manager may vary duties from time to time which do not change the general character of the job, or the level of responsibility entailed.

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| **Post Details** | |
| **Job Title** | Customer Delivery Officer (Cemeteries) |
| **Job Reference** | 711114 |
| **Service** | Environment & Safety |
| **Team** | Cleaner & Greener |
| **Location** | Shute End/ Home Working |
| **Reports to** | Street Cleansing – Grounds Maintenance Manager |
| **Responsible for** | NIL |
| **Grade** | 6 |
| **Contract Type** | Permanent - Part Time |
| **Hours** | 30 per week |

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| **Main Accountabilities** | |
| **1.** | Ensure efficient and effective operation of the cemeteries within the borough, including the provision of exclusive right of burial, interment, memorials and attendance at funerals.  Maintaining statutory registers and maps. |
| **2.** | Deal with and respond to complaints, general queries, booking burial spaces, including site visits to cemeteries to deal with complaints and liaison with ground maintenance contractors. |
| **3.** | Ensure cemetery related income is received, including invoicing clients for burial spaces, interments, memorials and any other aspect of the cemetery’s operation.  Forecasting expected income on behalf of the Street Cleansing and Grounds Maintenance manager. |
| **4.** | Keeping up to date cemetery Risk assessments and health and safety requirements for, grounds maintenance, trees, memorial safety inspections and grave digging. |
| **5** | Assist with income generation projects, service improvements, service plans including benchmarking activities. |

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| **Person Specification Essential Desirable** | | |
| **Education/Qualifications** | Educated to at least A level standard | Qualification or knowledge of horticulture/grounds maintenance/cemetery and /or burial administration |
| **Experience** | Experience of working with customers dealing with sensitive issues  Experience of working in customer focused environment. | Experience of grounds maintenance and/or horticulture |
| **Skills/Knowledge** | Excellent Customer Service skills  Able to identify customer needs quickly and deal effectively with enquiries  Excellent communication skills, both oral and written  Ability to take ownership of a task and drive it forward developing and improving the end product.  Able to use Microsoft office programmes, outlook, word, excel and PowerPoint proficiently.  Able to demonstrate tact, diplomacy, confidentiality and sensitivity  Good organisational/administrative skills  Able to cope and work accurately when under pressure & prioritise workloads without immediate direction. |  |
| **Behaviours/Attributes** | Use initiative and be accountable for decisions  Detail to work, follow issues through and delivers what has been committed to.  Optimistic about change. Remains positive and future orientated.  Acts in accordance with Wokingham Borough Council’s Values  Acts with and uses common sense in reaching a solution. Complies fully with Wokingham Borough Council’s Risk Management Policy  Shares information.  Acts with dignity, respect and integrity towards everyone. Acts as a positive role model. Flexible in approach when dealing with colleagues and customers. |  |

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| **Purpose Details** | |
| **Service Purpose** | The team is responsible for providing a complete management service in respect of parks, open spaces, cemeteries, play areas, sports facilities and pavilions, street cleansing and waste services. To ensure that the grounds maintenance, street cleansing and waste contracts are managed to provide value for money, ensure that work achieved is to the highest standards and to strive for customer satisfaction at all times within the resources available. |
| **Role Purpose** | To carry out a range of varied tasks of everyday administration in the cemeteries office, these are listed below but are not limited to:   * Respond to customer queries and requests, in person, by phone and by email. * Arrange burials and meet legal and customer requirements, liaising with Funeral Directors, grave diggers and grounds maintenance contractors. * Maintain legally compliant cemetery and burial records, both manual and computerised spreadsheets * Compliance with data protection where relevant to customer data and records management. * Administration of grave renewals and memorials. * Financial administration – new customer, purchase orders, invoicing * Liaising with customers (both internal and external), Funeral Directors, Grounds Maintenance Contractors, Grave diggers, Church/Diocese representatives * Health and safety – observing statutory duty and taking reasonable care to promote health and safety of yourself and others |

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| **Supervision and Relationships** | |
| **Supervision Received** | Street Cleansing – Grounds Maintenance Manager |
| **Supervision Given** | None |
| **Contacts** | Nurture – Grounds Maintenance Contractors for Wokingham Borough Council  Funeral Directors  Grave digger |

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| **Resources/Budget Management** |
| Memorial repairs/fixing following memorial safety inspections – C.£30.000 |

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| **Special Requirements** |
| Full driving licence with ability to travel throughout the Borough  Able to attend weekend/evening meetings  Required to be outside in inclement weather on occasions  Able to work from home. |

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| **Occupational Health Risk Assessment Details** | |
| **Skin/Respiratory Sensitisers** | N |
| **Working at Height** | N |
| **Exposure to Noise (>80-85dB)** | N |
| **Confined Spaces** | N |
| **Frequent Display Screen Equipment Use** | Y |
| **Driving for Work** | Y |
| **Hand Arm Vibration** | N |
| **Lone Working** | Y |
| **Healthcare/Social Contact with Patients** | N |
| **Blood Borne Viruses Exposure** | N |
| **Food Handling** | N |
| **Working with Animals** | N |
| **Specialised Medical Screening** | N |
| **Night Working** | N |
| **Safety Critical Work** | N |

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| **Nature of the Role Details** | |
| **Healthcare or Hospital Work** | N |
| **Working with Children (under 18)** | N |
| **Working with Elderly/Vulnerable Adults** | N |
| **Work Environment Details** | Office/home/cemeteries |

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| **Role Involvement Details** | |
| **Working with Children** | N |
| **Working with Vulnerable Adults** | N |
| **Both of the Above** | N |
| **Providing Care/Supervision for Children** | N |
| **Providing Care/Supervision for Vulnerable Adults** | N |
| **Both of the Above** | N |
| **None of the Above** | Y |

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| **Disclosure and Barring Service (****DBS) Details** | |
| **DBS Requirement** | N |
| **Eligibility Tool** | Find out which DBS check is right for your employee - GOV.UK ([Find out which DBS check is right for your employee - GOV.UK](https://www.gov.uk/find-out-dbs-check)) |

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| **Re-checks** |
| <Details of required regular checks in line with regulations.> |

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| **Evaluation Declaration** | |
| **Date of Evaluation:** | <DD/MM/YYYY> |
| **Evaluated by:** | <Name, job title> |