

JOB PROFILE

Post No.	50971
Post Title:	Lead Bereavement Services Administrator
Division/Team:	Bereavement Services
Grade:	E
Service:	Regulation and Safety
Reports to:	Bereavement Services Manager
Issue Date:	December 2025

PURPOSE OF THE JOB

The post holder ensures the effective and efficient day to day organisation of Bereavement Services for the Rugby & West Northamptonshire Joint Crematorium Committee and cemetery service for Rugby Borough Council in accordance with all relevant legislation.

The post holder generally supports the work of the Bereavement Services Manager and will deputise in their absence. The post holder receives some direction on the specific needs of the Service but receives only general supervision for much of the routine financial and administrative duties undertaken.

1. ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- 1.1 Ensures that all the financial administration of the sections contracts and works etc are efficiently and effectively handled through liaison with the Resources Service, monitoring and analysing all budgets and reporting findings to the Bereavement Services Manager.
- 1.2 Ensure all burial and cremation activities are managed with competence and efficiency to ensure that the entire bereavement experience occurs without error or insensitivity and meets the religious, secular, ethnic and cultural needs of bereaved people.
- 1.3 Takes a lead role in the development of effective and efficient systems to enable the booking of burial and cremation and other facilities within this service area and where appropriate beyond the service.
- 1.4 Manage the content of all policies to ensure the development and management of the Council's Bereavement Service.
- 1.5 Manages the daily budget requirements, day to day administration and delivery of the cemeteries and crematoria service, liaising with funeral directors, clergy, bereaved families and other stakeholders, Councillors, police, partnership organisations and other external agencies as required.

- 1.6 Provides support to the Bereavement Services Manager in the administration of the bereavement service, including financial administration in terms of invoicing, purchase orders, ordering supplies and receipting on the system
- 1.7 Solve enquiries via telephone, email, letter or by face to face and follow complaint procedures.
- 1.8 Ensure compliance with the Health & Safety at Work Act, and Corporate Safety Policy.
- 1.9 Provide a courteous, dignified, understanding and efficient service to bereaved families.
- 1.10 Become a super user of the internal computer system
- 1.11 Carry out sexton duties in any RBC cemetery.

2. OTHER DUTIES AND RESPONSIBILITIES

- 2.1 Deals with routine correspondence and prepares reports.
- 2.2 Provide appropriate support in respect of Charter for the Bereaved and Cemetery of the Year.
- 2.3 Assist in the preparation of budgetary information and produce reports as necessary.
- 2.4 To carry out the duties of a Cremator Operator to cover as an when required at times of staff shortages.
- 2.5 To unlock and lock up buildings and gates as and when required.
- 2.6 To attend all Remembrance Services throughout the year.
- 2.7 To participate in 1:1 meetings and PDR and undertake training where necessary.
- 2.8 To undertake any other duties as considered appropriate to the post which may be assigned by the Bereavement Services Manager.
- 2.9 To maintain a neat and tidy appearance and wear the corporate uniform that is provided.
- 2.10 To provide cover in the absence of the Lead Cremator Technician.

3. SUPERVISORY RESPONSIBILITIES

Responsible for the supervision of the administration staff within the Bereavement Services Team.

4. FINANCIAL RESPONSIBILITIES

The Council's rules and procedures for all financial activities are set out in the Council's Constitution within Contract Standing Orders (part 3f) and Financial Standing Orders (part 3g). More detailed guidance on specific financial activities is provided in a series of Financial Instructions.

Copies of these documents will be available within each Department and are also shown in full on the Council's Intranet site under the heading of 'Finance' within 'You and Your Job'.

All employees who carry out any financial activities must ensure that they are familiar with, and comply with at all times, the Council's financial rules and procedures.

5. RESPONSIBILITY FOR ASSETS AND DATA

Responsible for all assets and data used to perform the duties of the role

6. EXTENT OF PUBLIC CONTACT

Extensive contact with the bereaved, members of the public, funeral directors, voluntary groups, secular groups and groups that represent community interests at public meetings, in person and by telephone

Deal in a sensitive manner with the bereaved, funeral directors, stonemasons and all other stakeholders.

Liaise with contractors, suppliers, and consultants.

7. WORKING CONDITIONS AND ENVIRONMENT

This post is primarily office based but will require visits to cemeteries to carry out Sexton duties, inspections, memorial safety and meet families and stakeholders.

Emergency contact at unsocial hours, attendance at meetings out of office hours, and dealing with sensitive crematorium and cemetery matters.

Flexible working hours which will include evenings and weekends to ensure service continuity. This may include working in adverse weather conditions.

The post holder should have a vehicle available for business use and should hold a current full driving license.

8. CORPORATE RESPONSIBILITIES

All staff have to act within the Council's rules and follow all reasonable management requirements. These are contained within: the Council's Standing Orders, Employment Policies, Constitution and Code of Conduct for Employees. Other documents may be

introduced at times setting out rules of the Council. These will cover responsibilities and requirements for the following:

Financial Accounting
Equality and Diversity
Health and Safety
Risk Management
Anti- Fraud
Data Quality and Data Protection
Business Continuity
Major Emergency Plan
Procurement and Contract Management
Safeguarding of Children and Vulnerable Adults

Copies of the relevant rules and policy are available on the staff intranet or from your manager

In addition, all employees are expected to behave in line with our Values and Behaviours and challenge other employees whose behaviour is against our values.

9. KNOWLEDGE, SKILLS, EXPERIENCE AND QUALIFICATIONS

Refer to Person Specification attached.

Signed as agreed:

Manager	Date
Postholder	Date

PERSON SPECIFICATION



Post: Bereavement Services Team Leader

For effective performance of the duties of the post the postholder will be able to demonstrate that they have the skills and/or knowledge detailed in 'Essential Criteria'.

Criteria	Essential/ Desirable	Method of Assessment
Have an understanding of the technical aspects of the Cremation and Cemeteries Service	D	A,I
Completed or willing to work towards relevant ICCM and FBCA Cemetery and Crematoria qualifications and any further training as and when needed.	E	A,I,D
Demonstrate experience in administrative tasks including managing records, handling paperwork and maintaining accurate information.	E	A,I
Experience of working within a statutory framework and codes of practice.	E	A,I,
Experience of supervising staff on a day-to-day basis.	E	A,I
Have a flexible approach to working arrangements including working between the hours of 7am to 7pm and weekends as and when required.	E	A,I
Demonstrate a high level of customer focus and an ability to communicate sensitive, complex or challenging information effectively across a variety of organisations and individuals.	E	A,I,
Be resilient under periods of high pressure.	E	A,I
Good organisational skills, with the ability to prioritise workloads and meet deadlines with minimum supervision.	E	A,I
Good IT skills and use of systems, including Microsoft Office and bespoke databases with the willingness to embrace new ways of working, to improve the efficiency of processes.	E	A,I
Experience of working within budgets and financial administration	E	A,I,R
A full current UK driving licence.	E	A,D
A commitment to work within our CAN DO values.	E	A,I

A commitment to continuous improvement, innovation to include commercial activities and the creation of mutually supportive team working environment	E	A,I
Have an understanding of managing and controlling risks including the writing and re-evaluation of risk assessments.	E	A,I

Application	A
Interview	I
Test (written, presentation, practical – eg word processing)	T
References	R
Documentary – eg certificates	D