# RUGBY BOROUGH COUNCIL

# JOB PROFILE

| | |
|---|---|
| **Post No.** | |
| **Post Title:** | Bereavement Services Administrator |
| **Unit/Team:** | Bereavement Services |
| **Grade:** | Grade C |
| **Service:** | Regulation and Safety |
| **Reports to:** | Bereavement Services Manager |
| **Issue Date:** | June 2023 |

## PURPOSE OF THE JOB

To support the Bereavement Services Team to ensure that the Council provides a sympathetic, compassionate and efficient burial, cremation and memorial service.

To maintain records and undertake all pre and post cremation, burial and memorial paperwork in accordance with current legislation.

To meet with bereaved families and provide memorial details in accordance with their requirements.

Provide cover for other employees to allow for flexible working.

## 1. ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

1.1 To carry out all administrative duties in relation to burials, cremations and memorials in accordance with current legislation.

1.2 To provide a courteous, dignified, understanding and efficient service to bereaved families and other visitors to Rainsbrook crematorium.

1.3 To maintain good relationships with clergy, funeral directors, other staff, stakeholders and visitors to the Crematorium.

1.4 To preserve an appropriate and dignified atmosphere at all times.

1.5 To provide cover for the chapel attendant including the preparation of the ceremony rooms for services according to religious or non-religious requirements and ensure all arrangements of flowers, decorations, music and photographic tributes are in accordance with the families wishes. Make the necessary inspection of the coffin for identification purposes.

1.6 To select graves for burial, liaise with colleagues to ensure graves are prepared correctly in accordance with current legislation including Health and Safety and carry out Sexton duties when required.

1.7 To manage and approve cemetery memorial applications in relation to the purchase of and erection of memorials in the Councils Cemeteries.

1.8 To ensure the transfer of ownership of Exclusive Rights of Burial/memorial agreements are completed in accordance with current legislation including the preparation of Statutory Declarations as required.

1.9 To raise purchase orders using the Agresso Finance system.

## 2. OTHER DUTIES AND RESPONSIBILITIES

2.1 Packing cremated remains for despatch.

2.2 To clean the chapel and public areas of the crematorium when necessary.

2.3 Undertake cemetery searches for members of the public and organisations.

2.4 To unlock and lock up buildings and gates as requested.

2.5 To participate in monthly 1:1 meetings and undertake training where necessary

2.6 To attend all Remembrance Services throughout the year

2.7 To maintain a neat and tidy appearance and wear corporate uniform that is provided.

2.8 Any other reasonable duties as requested by your manager, in line with your skills and knowledge.

## 3. SUPERVISORY RESPONSIBILITIES

None

## 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 data and equipment required to carry out the role

## 6. EXTENT OF PUBLIC CONTACT

Extensive contact with members of the public, funeral directors, clergy and other stakeholders in person and by telephone.

## 7. WORKING CONDITIONS AND ENVIRONMENT

Hybrid working is not permitted as this is a front facing service that requires attendance at the Crematorium.

Emergency contact at unsocial hours, attendance at funerals, and dealing with sensitive crematorium/cemetery matters.

Required to work some evenings and weekends.

Occasional working in adverse weather conditions may be required.

## 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:**

Postholder Date

**PERSON SPECIFICATION**

**Post: Bereavement Services Administrator**

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

| **Criteria** | **Essential/ Desirable** | **Method of Assessment** |
|---|---|---|
| Ability to relate sensitively to the needs of the bereaved. | E | A,I,T,R |
| To have a minimum of 3 years' experience of administration and office environment | E | A,I,T |
| To have experience of dealing with the general public and/or customer service | E | A,I |
| To be competent with the use of a computer and computerised systems, including Microsoft Office | E | AI |
| The ability to work alone and as part of a team. | E | A,D |
| Good organisational skills. | E | A,I,R |
| 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 |
| To be able to work on own initiative, prioritise and organise own workload | E | A,I,R |
| Be willing to undertake further training as and when required. | E | A,I,R |
| A commitment to work within our CAN DO values | E | A, I |
| To have a minimum of 3 years' experience working in the bereavement industry. | D | A,I,R |

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