

JOB DESCRIPTION

JOB TITLE	Cemeteries and Crematorium Administration Assistant
GRADE	Band D
REPORTING TO	Marketing and Visitor Services Team Leader
JD REF	BUS0204G

PURPOSE

To provide a high quality, professional and empathetic service to the recently bereaved, provide advice, guidance and support to relatives. To undertake all administrative duties associated with cemeteries, crematorium and memorialisation.

MAIN DUTIES AND RESPONSIBILITIES

1. To assist with the booking of burials and cremations, including the processing of payments, ensuring that all statutory administrative requirements are met with regards to burials and cremations.
2. To assist with the preparation of advice notices of funerals and all relevant documentation to permit the burials and cremations to proceed to a professional and empathetic standard.
3. To assist with the maintenance of all statutory records and relevant systems with regards to burials, graves, cremations and memorials.
4. Prepare and produce deeds for owners of new graves; and administer the transfer of deeds ensuring appropriate records are maintained.
5. Maintain records for the production of accounts of fees incurred by undertakers and stonemasons and to be responsible for petty cash disbursements.
6. To provide a professional and empathetic service to members of the public wishing to arrange a funeral without a Funeral Director; attended strew witnesses; or the collection of cremated remains.
7. Respond to correspondence and be responsible for general office duties' including counter and telephone enquiries including complaints in line with the Council's standards.
8. Be responsible for all applications for a range of memorials including Sanctum, Book of Remembrance inscriptions and the sale of after cremation keepsakes.

9. Liaise with Stonemasons, Funeral Directors and members of the public in regard to completing, checking information and processing permits for memorial headstone applications in line with council policy.
10. Support the Marketing and Visitor Services Team Leader in delivering an engaging visitor experience based on an understanding of key audiences that contributes to driving up the Crematorium and Cemeteries Service standards of interpretation and presentation, volunteer engagement and level of customer care.

ROLE SPECIFIC KNOWLEDGE, EXPERIENCE AND SKILLS

- Good interpersonal skills; empathetic listener; sympathetic manner and understanding
- To be able to work flexibly in a demanding environment in a positive and productive manner.
- Ability to demonstrate commitment and enthusiasm to the provision of a high quality and empathetic customer oriented service.
- Ability to input, process and retrieve information from databases, burial and grave registers to generate solutions on customer's behalf.
- Support colleagues by sharing knowledge base.
- Ability to use initiative.
- Understanding of the Equal Opportunities Policies and diversity issues and their application in a working environment.
- Ability to deal with the bereaved.
- Numeracy and literacy skills including letter writing.

DESIRABLE KNOWLEDGE, EXPERIENCE AND SKILLS

- Experience of using IT software (MS Word, Excel, Outlook etc)
- Proven Customer Service experience / qualification
- First Aid Qualification
- Appreciation of Burial and Cremation Services.
- Working with funeral directors and other related disciplines
- Be able to identify and interpret customer needs and generate solutions



ADDITIONAL INFORMATION

- Able to work flexible hours, with occasional evening, weekend and bank holiday work.

DATE OF APPROVAL: 21/03/2022

APPROVED BY: LISA PARKES

