JOB DESCRIPTION

POST TITLE: Bereavement Services Assistant  
BS16

DEPT/SECTION: Bereavement Services  
SCP: 10-13

RESPONSIBLE TO: Assistant Bereavement Services Officer

RESPONSIBLE FOR: N/A

MAIN PURPOSE OF POST:

To provide a high level of customer care to the bereaved and other service users and to carry out administrative, secretarial and reception work in connection with burials, cremations and memorialisation within Bereavement Services.

DUTIES AND RESPONSIBILITIES

1. All administrative duties required to facilitate the delivery of a high quality bereavement service including the accurate maintenance and recording of all statutory and non-statutory burial and cremation records.

2. Liaise with Funeral Directors, Officiants and the bereaved in the daily booking of cremations, burials and strewing of remains including confirmation of booking, entering all details onto the BACAS and manual systems and checking details on receipt of documentation received.

3. Accurate recording of instructions received and production of daily information to cemeteries and crematorium staff including daily Order of Service, instructions to staff, digging slip and cemetery map.

4. Producing information following funerals including letters to the bereaved, a Grave Deed, memorial information and a Grave Plan.

5. Liaising with Funeral Directors / the bereaved to arrange disposal / collection of cremated remains and issuing relevant information for the Bereavement Services Officers.

6. Dealing with enquiries from the bereaved, Funeral Directors, Stonemasons, general public, Solicitors, Registrars, Doctors and Coroner’s Office.

7. Writing to applicants to advise of the requirement to transfer ownership of Exclusive Right of Burial. Processing applications including liaising with legal representatives, preparation of Declarations, and issuing of relevant application forms.

8. Liaising with families in the selection of memorials following cremation including advice on the options available, assistance with completing application forms and ordering of memorials.

10. Processing purchase orders and authorising invoices for payment.

11. Provision of administrative support to the Bereavement Services Manager, Officers and Assistant. Word processing of reports, letters, etc., including use of database and related software.

12. Take part in and contribute to the service planning process

12. Receiving payments for memorials and strewing of cremated remains, etc.

13. Assist with and attend occasional out of hours events as required including the annual Service of Remembrance and open day and evening events

13. Administering the 3Cs system, flexi and annual leave system.

114. Dealing with incoming/outgoing post.

Special Features

High degree of accuracy required whilst working under pressure

Small team so flexibility is essential, staff may be required to carry out other duties within bereavement services

Occasional working on site may be required within the crematorium or cemeteries to record inspection results / assist with other initiatives
PERSON SPECIFICATION

POST TITLE
Bereavement Services
Assistant

SERVICE/SECTION:
Bereavement Services

SKILLS/KNOWLEDGE/ABILITIES

ESSENTIAL
Keyboard skills.
Ability to use filing systems.
Knowledge of and ability to use word processing packages.
Ability to communicate effectively.
Good organisational skills.
Ability to work under pressure.
Ability to work on own initiative.
Ability to work as part of a team and be adaptable.

EXPERIENCE

ESSENTIAL
Use of keyboard and word processing packages.
Dealing with the public in confidential and/or emotional circumstances.

DESIRABLE
Use of telephones.
Office procedures.

QUALIFICATIONS/TRAINING

ESSENTIAL
Educated to GCE/GCSE standard, Foundation GNVQ, NVQ Level 1 or equivalent.

DESIRABLE
BTEC/NVQ Level 2 in Public Administration/Business Studies or equivalent.
RSA Stage II word processing or equivalent.