

Enable Leisure & Culture

JOB ADVERT

Job title: Bereavement Services Administrator

Salary: ENSc4 - £21,422

Hours: 40 hours per week

We are looking for a self-motivated and enthusiastic individual to assist in the day to day running of the cemetery and crematorium office joining a small but highly motivated professional administrative team.

Reporting to the Assistant Bereavement Services Manager, you will be responsible for receiving and dealing with enquiries from the public and liaising with funeral directors and clergy in person, by phone and letter/email including associated payment transactions. This will also include accepting and processing documents, handling cremated remains caskets and on occasion burial attendance duties.

You should have experience in an administrative capacity in a related environment linked to bereavement or a care-based industry dealing with the bereaved. Experience of using computerised administration systems based on Microsoft packages with sound knowledge of database input is essential.

You will be dealing with the bereaved in often stressful circumstances; it is therefore essential that you have a high level of empathy and good communication and customer care skills.

For the job description, person specification and to apply online, go to

<http://enablelc.org/about-us/work-with-us/>

Closing date: Sunday 15 October 2017.

We are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expect all staff and volunteers to share this commitment.

CVs are not accepted.

JOB DESCRIPTION

Post: Bereavement Services Administrator

Grade: ENSc4

Section: Bereavement

Department: Parks & Leisure

1. Responsible to the Assistant Bereavement Services Manager for administrative duties.
2. Deals with customer enquiries made by personal callers at reception. Answers enquiries received via email or by telephone.
3. Receives initial booking and subsequent burial or cremation documents from Funeral Directors, check details for accuracy and for presentation to Medical Referee when required. Prepares invoice or cash receipt as required.
4. Collates and prepares written instructions to Crematorium staff of the days arrangements.
5. Prepares cash, cheque and credit card payments for banking.
6. Inputs daily on computer all Cremation and Burial register entries, Grave Purchase Register entries, and records of the disposal of ashes. Maintains all manual records and indices related to Cremation and Burial activities. Prepares certificates of burials and cremation as required.
7. Answers enquiries from the general public and gives advice on all matters concerning Books of Remembrance, Rose Trees, memorial plaques and all other types of commemoration. Prepares resulting orders for signature.
8. Prepares orders for stores and materials from authorised suppliers, verifies delivery notes with copies of official orders.
9. Makes payments from petty cash and keeps cashbook for reimbursements under the direction of the Bereavement Services Manager.
10. Acts as Burial Attendance Officer, accompanying funeral corteges to the graveside and supervises the burial of a coffin.
11. Responsible for assisting with customer service complaints, drafting or providing information for written responses. Ensure those complaints are recorded and resolved or passed on to the Bereavement Services Manager.
12. Accompanies and assists members of the public in the selection of a suitable grave in the Cemetery or to the Garden of Remembrance to identify memorials or rose trees.

13. Liaises with members of outside organisations in the fulfilment of his/her duties, fosters good public relations with bereaved families, Funeral Directors and Monumental Masons.
14. Adheres to Enable Leisure & Culture's Equal Opportunities policies with respect to the staff and the public.
15. Complies with Health and Safety legislation, to ensure safe working practices of all staff, public and contractors in his/her working environment, in accordance with Enable Leisure & Culture's safety arrangements, policies and codes.
16. Be aware of any sensitive information held by your section and ensure adherence to Enable Leisure & Culture's information security policies.
17. To be fully aware of and understand the duties and responsibilities arising from the Children Act 2004 and Working Together in relation to the child protection and safeguarding children and young people as this applies to your role within Enable Leisure & Culture. To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to your work role. To ensure that your line manager is made aware and kept fully informed of any concerns which you may have in relation to safeguarding and/or child protection.
18. Undertakes other related duties commensurate with the grade as required by the Assistant Bereavement Services Manager.

PERSON SPECIFICATION

Requirements	Assessed by A & I
Knowledge	
A – Application form I – Interview T – Test	
Experience	
1. Experience of working in either bereavement or care in a bereavement based environment.	A,I
2. A clear and concise telephone manner with the ability to deal with the public under, at times, stressful and emotive situations. To maintain a polite, sympathetic manner with the public, whilst providing excellent customer service.	A,I
3. Experience of using computer packages e.g. windows, excel , effectively and efficiently to support and deliver tasks as required.	A,I
Skills	
1. Ability to follow procedures methodically and professionally and to record accurate legal and other documentation focussing on detailed requirements.	A,I

2. To communicate effectively with Funeral Directors, Ministers and other professional organisations.	I
3. To act as a burial attendant officer for the interment of coffins and cremated remains.	I
4. The ability to deal with bereaved families including the distribution and handling of cremated remains caskets.	I
4. A general understanding of safeguarding vulnerable adults and young people and a willingness to attend training as required.	I
5. The ability to deal effectively with people from different cultural and ethnic backgrounds and to commit to implement the company's equal opportunity policy.	I