

ROLE DESCRIPTION

Role title	Business Support Officer – Bereavement Services
Directorate	Community
Reporting to	Bereavement Services Manager
Grade	13
Evaluation ref	TR0215
Role purpose	
To deliver a high-quality provision within a customer facing role, that demands multi -disciplinary knowledge and skills within the Reception Team Office, Crematory, Chapel, and Grounds of the Crematorium.	
Key results area	Accountability
Statutory Knowledge/ understanding	<p>Understanding and knowledge of current legislation and risk assessments in all aspects of delivery at the Crematorium and cemeteries.</p> <p>All practice meets with ICCM and FBCA code of practice. PG5 Regulations Process Guidance Note 5/2 (12) Statutory Guidance for Crematoria are understood and met.</p> <p>Maintain and process statutory service databases and records and accurate file storage. Processing of Grave Deeds, Transfers and Memorial Permit Applications in accordance with existing law</p> <p>Assist with memorial testing in accordance with the memorial testing strategy and maintaining relevant records</p>
Chapel Service Duties	<p>Deliver the running of the Chapel Service and media system, and ensure all legal documentation is correct.</p> <p>Ensure all visual and musical tributes are uploaded while liaising with external services, ensuring specified requirements are met for service users.</p> <p>Supervising and leading witnessed burials and conducting interment services for cremated remains.</p> <p>Escorting service users to graves/memorial site.</p>
Team	The postholder will be required to provide guidance, support and training to other employees as required.

ROLE DESCRIPTION

Customer Service	<p>Maintain professionalism and integrity in all interactions with service users.</p> <p>Providing customer care and be a first point of contact for the cemeteries and crematorium service resolving enquiries and requests.</p> <p>Deal with sensitive and confidential issues as they arise and follow them through to successful outcomes, while engaging with a diverse range of people, faiths and beliefs with respect and reverence to promote diversity and equality to all service users.</p>
Cremation Duties	Responsible for all legal requirements in relation to crematory service, and checks, processes are completed and recorded.
Administrative Duties	<p>Responsible for documentation of cremations, inputting and processing data with high levels of accuracy and attention to detail, make entries in registers; generate ash-holding reports for office action; generate stock level reports as and when required.</p> <p>Procurement, raising requisitions, invoicing, cash handling and financial admin in accordance with existing governance procedures.</p> <p>Regular review of leased memorials</p>
Health and Safety	All duties must be carried out to comply with the Health and Safety at Work Act, the Code of Cremation Practice, COSHH Regulations and other relevant Codes of Practice.
Other Duties	Support colleagues across other Council owned Crematoriums as needed by the service.

Qualification/Knowledge/Experience/Skills

Qualification

Desirable

- Hold the FBCA Cremators license.
- ICCM Certificates or the ICCM Diploma (Institute of Cemetery and Crematorium Management)
- Hold a First Aid Qualification or be prepared to undertake training.

Knowledge

Essential

ROLE DESCRIPTION

- Must have an understanding and knowledge base of Outlook, Word and Teams and possess the ability to learn new systems.
- Values and promotes equality and diversity.
- Understand the principles of data protection.

Desirable

- Knowledge and understanding of Health and Safety legislation and requirements.
- Able to demonstrate understanding, experience and knowledge of policy and activities within your area.

Skills

Essential

- Excellent communication skills both written and oral, with a good telephone manner
- The postholder must be ever aware of the sensitive nature of the services provided, using personal qualities of tact, discretion, integrity, and maturity when dealing with the bereaved.
- Understanding of customer need and providing an excellent level of customer service.
- Trusted and highly autonomous.
- Accountability for quality and quantity of work within the team
- Flexibility and ability to multi-task
- Ability to work under pressure.
- Problem solving and decision making.

Dimensions of role

No direct reports

No budgetary responsibilities

Notes

Competencies / attributes	Somerset Council has developed an attributes framework which will be a key component of the role; this can be found on the Council's website.
Working conditions:	Predominantly office based with daily requirements to assist in the chapel or crematory. Occasional exposure to disagreeable, unpleasant, or hazardous environmental working conditions.
Working arrangements:	8.30am – 5pm 22.5 hours per week

Corporate Responsibilities

Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do.

Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.