Peripatetic Assistant Bereavement Officer
Kings Norton Cemetery
£19,238 - £24,717
Working 36.5 hrs per week

Based at Kings Norton Cemetery but required to work at any of the city’s cemeteries or crematoria during the course of a working day. You will be required to support the Bereavement Officer in the daily management and administration of the cemetery and crematorium.
You must be able to demonstrate experience of working as part of a team within a busy and demanding Bereavement Services environment and also that you are able to communicate with Funeral Directors, Service Users, Clergy, Community Representatives and contractors while deputising for the Bereavement Officer. You will need a high standard of customer service and be able to apply this in a sensitive working environment. A Full Driving Licence is essential as is an aptitude to work in a sensitive Bereavement Service and have a robust constitution. Flexible working arrangements will be necessary to satisfy service provision and to support full 7 day service delivery within the section. You will be required to work weekends and bank holidays, as required, in order to provide 364 days service provision throughout the year.

For informal enquiries please contact Simeon Whittingham on 675 9926

Ref: 09/16/001

Closing date: 6 October 2016

For further details and an application form please visit www.birmingham.gov.uk/jobs

“Right to work in the UK documentation will be fully checked for all applicants. All non UK and non EU applicants are required to apply for a Certificate of Sponsorship from Birmingham City Council and must be approved by the UK Border Agency (UKBA) before any employment offer can be confirmed.”

“The City Council is currently consulting on potential changes to its terms and conditions (in line with its s.188 notice) which may have an impact on any contract of employment that is offered should the candidate be successful”
1. **Job Purpose**

- Providing support to the Bereavement Officer and Registrar in connection with the general site administration, the booking and organisation of funerals and any appropriate statutory requirements on a day to day basis utilising appropriate computerised systems.

- Deputising for the Bereavement Officer.

- Ensuring the Office is open to service users throughout the working day.

- Supporting the provision of efficient, discreet and personal funeral services.

- Start and finish times will vary between the hours of 07:00 and 19:00 in line with local rota arrangements which will be determined according to local need.

- Weekend and Bank Holiday working will be required to work any 5 days in 7 on a rotational basis to support operational requirements at Handsworth or other cemeteries / crematoria operating a weekend/ Bank Holiday Service.
2. **Duties and Responsibilities**

a) To liaise directly with the public/service users etc., both by telephone and in person in respect of the Burial and Cremation Service.

b) Receiving telephone bookings for burials/cremations and witness scatters, completing the particulars of burial order forms, checking funeral directors confirmation forms for discrepancies, entering of information into booking diaries / computer, noting special requests, preparing and checking details for interment, entering the details into the statutory and other registers and maintaining the statutory documents. Inputting information on the Wesley Music System.

c) Checking the particulars of burial / cremation order forms, entering of information into booking diaries / computer, noting special requests, preparing and checking details for interment / cremation, entering the details into the statutory and other registers and maintaining the statutory registers.

d) Preparing, checking and issuing of declarations, indemnities, transfers of grants and associated registration work. Completion of the Disposal Certificates for return to the Registrar of Births and Deaths. Checking and invoicing of memorial permits. Collation of statistics as required.

e) Leading on funeral services (burials and cremations) and overseeing burials.

f) Produce a totally accurate daily work sheet for the Cemetery / Crematorium together with certificates for disposal when appropriate.

g) Recording all Cemetery / Crematorium information ensuring fees are calculated accurately and entering up statutory registers and database with total accuracy.

h) Ensuring all documentation is presented to the Medical Referee or equivalent in an acceptable format for checking and for signature.
i) To produce and be responsible for the generation of the Cremation Register.

j) To assist in the promotion and marketing of the service and to ensure that notice boards are updated and VDUs display accurate and up to date information.

k) Produce letters to all applicants, which detail memorial schemes: ensuring that all relevant memorial information including prices are enclosed.

l) Filing all burial / cremation papers and ancillary documentation. Boxing and numbering them for storage.

m) To administer all aspects of computerised and manual system of memorial schemes and assist with the implementation of procedures relating to any new schemes which may be introduced.

n) Responding to all incoming queries with regard to delivery dates / location etc of memorials.

o) Complete orders for memorials and place with contracted suppliers, ensuring delivery and quality complies with contract.

p) To retrieve details and produce reports of the monthly medical referee and organist fees in order for payment to be made.

q) Carry out witness scatters

r) Attend relevant training to enhance job skills.

s) To produce letters, reports forms and charts etc utilising word processing facilities and software packages.

t) To produce instructions for invoices in accordance with the invoice raising process.

u) To be a nominated keyholder for the premises.

v) Any other associated duties that may be necessary for the effective and efficient running of Bereavement Services consummate with the grading of the post.
3. **Supervision Received**

3.1 **Supervising Officer Job Title:** Bereavement Officer

3.2 **Level of Supervision**

Left to work within established guidelines subject to scrutiny by supervisor.

4. **Supervision Given** (excludes those who are indirectly supervised i.e. through others).

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<th>Post Title</th>
<th>Grade</th>
<th>No. of Posts</th>
<th>Level of Supervision</th>
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5. **Special Conditions**

The post holder will be required to wear the uniform provided by the City Council, and abide by the dress code in place within the service.

The post holder must hold a full driving licence
If a Departmental vehicle is not available, the post holder should use his/her own transport for business purposes in respect of which a Casual Car User Allowance is payable. Privately owned vehicles must be insured for business use.

Start and finish times and lunch break may be staggered or varied dependant upon the needs of the service and will normally vary between the hours of 07.00 – 19.00 to be determined according to local need.

The post holder may be required to perform a full range of administrative duties in respect of any Departmental Cemetery / Crematorium site, which may include working at one or more different locations during the course of the working day.

The post holder is required to work weekends and Bank Holidays on a rotational basis.

- This vacancy is exempt from the Rehabilitation of Offenders Act.

- A Disclosure and Barring Service check will be undertaken.

Observance of the City Council’s Equal Opportunities Policy will be required.
**Place Directorate**

**Person Specification**

**Post:** Peripatetic Assistant Bereavement Officer  **Grade:** GR3

**Division:** Regulation and Enforcement  **Section:** Bereavement Services

Method of Assessment (M.O.A.) A.F. = Application Form; I = Interview; T. = Test or Exercise; C. = Certificate; P. = Presentation.

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<th>CRITERIA</th>
<th>ESSENTIAL</th>
<th>M.O.A.</th>
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<td><strong>Education/Qualifications</strong></td>
<td>Good standard of education 5 x G.C.S.E. / C.S.E. or equivalent including Maths and English to grade C or above and a current driving license (group B)</td>
<td>I/AF</td>
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<td><strong>NB:</strong> Full regard must be paid to overseas qualifications.</td>
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<tr>
<td><strong>Experience</strong></td>
<td>Administrative experience in death care field.</td>
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<td><em>(Relevant work and other experience)</em></td>
<td>Word Processing / Computer / Keyboard skills.</td>
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<td>Previous experience of working regularly with the public in a death care field, with appropriate inter-personal skills to cope with the sensitive nature of dealing with bereaved families</td>
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<td>Previous experience of working in a customer service</td>
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<td>Role, Marketing and Promotions and Handling Cash</td>
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<td>Skills &amp; Ability</td>
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<td>e.g. written communication skills, dealing with the public etc.</td>
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<td>To be able to demonstrate the ability to be sensitive to the needs of a multi-cultural community.</td>
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<td>To be able to demonstrate the effects of equal opportunities in service delivery.</td>
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<td>Must be methodical, totally accurate and numerate in work practices and have the ability to communicate effectively both in writing and verbally.</td>
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<td>To be able to demonstrate the ability to adopt a flexible approach to working, in particular with the 5 from 7 day short notice working arrangements and shift working where adopted.</td>
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<td>To be able to demonstrate an understanding of the requirement to comply with legislation.</td>
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<td>To be able to demonstrate the ability to be 100% accurate when placing entries into Statutory Registers and onto the databases and to be able to demonstrate an understanding of the requirement and to be able to demonstrate the ability to supervise</td>
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<td>Training</td>
<td>To demonstrate a willingness to accept on job training and to attend training courses to improve job skills and to meet business objectives.</td>
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<td>Other</td>
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All staff are expected to **understand** and be **committed** to Equal Opportunities in employment and service delivery.