

## JOB DESCRIPTION & PERSON SPECIFICATION

<b>Group:</b>	COMMUNITY AND CHILDREN'S SERVICES
<b>Division:</b>	PUBLIC HEALTH AND PROTECTION
<b>Section:</b>	BEREAVEMENT SERVICES
<b>Sub Section:</b>	
<b>Post Title:</b>	BEREAVEMENT OFFICER
<b>Vision Post Number:</b>	12347
<b>Grade:</b>	7
<b>Responsible to:</b>	ASSISTANT CEMETERY AND CREMATORIUM MANAGER
<b>Posts Reporting to this Post:</b>	
<b>Team:</b>	
<b>DBS Required Level:</b>	NONE
<b>Location:</b>	4 <sup>TH</sup> NOVEMBER 2015
<b>Date of Description:</b>	

### KEY OBJECTIVES

**To ensure all aspects of administration applicable to cremation, interments and exhumations are undertaken in accordance with statutory law, council regulations and policy.**

**To provide comprehensive support services in respect of all aspects of Crematoria/Bereavement Services.**

### SPECIFIC RESPONSIBILITY

To be responsible for undertaking the receipting/banking of all monies received.

Preparation of all stakeholder accounts including invoicing.

Processing of all medical referee/organist accounts.

Reconciling of accounts to the Council's General Ledger.

Ordering of goods/stationery.

Booking of funeral services, checking and processing statutory forms.

Liaising with medical referees, GP's, Hospital Practitioners and Coroners.

Liaising with stakeholders/bereaved families.

To be responsible for compiling statutory declarations, prior to the successor in title swearing on oath in the presence of a Magistrate or Commissioner of Oaths, in order to facilitate the legal transfer of plot/grave ownership.

Updating the successor in title through statutory records following the completion of sworn statutory declarations.

Maintaining statutory and non-statutory records following the completion of sworn declarations.

Maintaining statutory and non-statutory records by both manual and computerised methods.

Advising the bereaved regarding disposal methods/forms of memorialisation.

Ensure timely completion and receipt of all application forms for both cremation and interments, through liaising with funeral directors.

Checking all records/registers for accuracy including archived material at other sites. Assisting in the preparation of routine reports for presentation at Committee meetings.

Administering web based systems including web payments and on line bookings  
Dealing with routine correspondence, including prioritising and distributing to relevant officer.

Assisting the public and undertaking searches of the records on their behalf for general information.

Logging and assisting with complaints received.

Liaising with the NHS Trust and parents to ensure the legal and dignified disposal of non-viable foetal remains, including relevant record keeping.

Processing and checking paper work together with receiving non-viable foetal remains from the NHS Trust.

Compiling stakeholder questionnaires, analysing feedback and producing feedback reports.

Ensuring the implementation of the Council's Rules and Regulations for Bereavement Services.

Assisting and arranging funerals under the Public Health Act and accompanying other staff member to attend the property of the deceased person in order to undertake search of personal effects, i.e. bank account information, Last will and testament etc., Also assisting with self managed funerals.

Liaising with appropriate staff within Bereavement Services, preparing and issuing written instructions for all interments.

To prepare, process and analyse statistical information .

To be responsible to ensure compliance with the self-evaluation process and ensuring all changes are updated annually as per the Council's audit guidelines.

To be responsible for effective and financial management in conjunction with the Council's financial guidelines.

Liaising with the Ministry of Justice and assisting/advising bereaved families with the completion of exhumation application forms.

To act in the capacity as Relief Chapel Attendance as and when required.

To carry out health and safety responsibilities in accordance with the Division's Health & Safety Responsibilities document.

To undertake such other duties and responsibilities commensurate with the grade, as may be reasonably required by the Service Director, or as a mutually agreed development opportunity.

**THE CONTENTS OF THE DOCUMENT WILL BE SUBJECT TO REVIEW FROM TIME TO TIME IN CONSULTATION WITH THE POST HOLDER. JOB DESCRIPTIONS MAY BE AMENDED TO REFLECT AND RECORD SUCH CHANGES.**

***Protecting Children and Vulnerable Adults is a core responsibility of all staff. All safeguarding concerns should be reported to the Cwm Taf Multi-Agency Safeguarding Hub (MASH).***

## PERSON SPECIFICATION

This Person Specification sets out the knowledge and/or qualifications, past experience and personal competencies that would be ideal for this particular post.

The **Knowledge/Qualifications and Experience** sections describe what is required in terms of the technical ability that is needed to do this job successfully.

The **Competencies** section describes the kinds of non-technical skills, abilities and personal characteristics that the ideal person for this particular role would have. The competencies describe how that person would ideally work with other people and how they would approach their responsibilities.

The **Special Conditions and Professional Requirements** section describes any other qualities appropriate to the particular circumstances associated with this role.

<b>ATTRIBUTE</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>KNOWLEDGE/ EDUCATION</b>	<p>Good communication skills.</p> <p>Welsh Language Level 1 - All employees will be required to undertake a basic Welsh Language Induction to reach this level. Please refer to The Welsh Language Skills Guidance online <a href="http://www.rctcbc.gov.uk/WelshSkills">www.rctcbc.gov.uk/WelshSkills</a>.</p>	<p>Knowledge of BACAS industry specific software.</p> <p>Welsh Language Level 2 to Level 5. For details on the levels please refer to The Welsh Language Skills Guidelines, which can be found in the Welsh Services section of the RCT Council Website.</p>
<b>EXPERIENCE</b>	<p>Office based administrative experience</p> <p>Computer input and data retrieval.</p>	<p>To have worked in a customer care environment.</p> <p>Previous experience of working within Bereavement Services.</p> <p>Experience of dealing with bereaved people.</p>
<b>COMPETENCIES</b>		
<b>Working in a team</b>	<p>Helps and support other team members.</p> <p><b>Will go "over and above" what's normal to contribute to the team's effectiveness.</b></p>	

<p><b>Communicating effectively</b></p>	<p>Sets out written communication clearly, accurately and in a well-structured way.</p> <p><b>Passes on correct information to the right person.</b></p>
<p><b>Achieving results</b></p>	<p>Plans and prioritises in advance to meet deadlines Follows relevant policies, procedures and legislation.</p> <p>Uses their initiative and works without close supervision.</p> <p><b>Is flexible, can switch tasks/roles/priorities to accommodate changes or new information.</b></p>
<p>Personal effectiveness</p>	<p>Is highly dependable and trustworthy.</p> <p>Has strong computer skills, effectively uses current computer systems.</p>
<p><b>Focuses on service users</b></p>	<p><b>Genuinely and consistently aims to make a difference to the individual customer.</b></p>
<p>Complying with health and safety</p>	<p>Takes responsibility for complying with all relevant H&amp;S procedures and legislation.</p> <p>Monitors and manages own stress levels and asks for support when necessary, is aware of own impact and causing others stress.</p>
<p>SPECIAL CONDITIONS AND PROFESSIONAL REQUIREMENTS</p>	