

# Job Description and Person Specification



# Job Description

<b>Job Title</b>	Bereavement Services and Funeral Coordinator
<b>Grade</b>	4
<b>Service</b>	Bereavement Services
<b>Reports to</b>	Mandy Thomas
<b>Location</b>	The Lodge, Canley Cemetery & Crematorium
<b>Job Evaluation Code</b>	C6189D



# About Coventry City Council

**Who we are:** At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

**Our aim is simple** – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

**Our Values:** We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



## About the Service your team will provide

1. Under the general direction of the Bereavement Services Manager, to be responsible for the day-to-day operation of existing memorial Facilities, support the development of new memorial initiatives by offering a diverse range of post cremation memorials to meet the needs of the bereaved.
2. Process memorial permit applications, administer the Memorial Masons Registration Scheme and guide and support memorial safety inspections via the Memorial Inspector.
3. Provide administration for the delivery of burial and cremation on a daily basis.
4. Under the general direction of the Bereavement Services Manager, to be responsible for carrying out the statutory obligations (under The Public Health Control of Disease Act 1984) in connection with funerals, including arrangement of funerals for those with no next of kin, assessment of need for financial assistance, income recovery and any other associated duties necessary to provide a full and effective funeral service

## Main Duties & Key Accountabilities

### Core Knowledge

1. Effectively and efficiently operate the lease memorial arrangement to ensure the continual provision of resources. Investigating new memorial initiatives to support set income targets.
2. To manage of new post cremation memorial schemes and developments of the Bereavement Services memorial gardens and memorial safety initiatives in the cemeteries.
3. Carry out strewing of ashes in the Gardens of Remembrance.
4. To process the memorial permit applications in a timely manner. To ensure the Memorial Mason Registration Scheme is regulated, monitored and quality controlled when new and old memorials are erected to the approved NAMM safe fixing methods.
5. To provide guidance and instruction to a Cemetery Memorial Inspector ensuring policy, procedure and targets are met within health and safety regulations to achieve a safe environment for visitors to all the authorities' cemeteries.
6. To supply support regards the processing and overall delivery of essential services namely burial and cremation as and when required.

7. To contribute towards the overall management of Bereavement Services, Gardens of Remembrance, memorialisation and memorial safety in the cemeteries.
8. Under the Public Health and Control of Diseases Act 1984 to interpret and understand the relevant legislation to be able to facilitate, assess and determine the services users need for financial assistance against set criteria and deal with all applications as appropriately within service standards.
9. Ensure that the duties of the post are carried out in accordance with the Public Health and Control of Diseases Act 1984, the Local Authority Social Services Act 1970, Part 111 of the National Assistance Act 1948, Births and Deaths Registration Act 1953 and any future legislation that may come into force.
10. Arrange the funeral and payment from the settlement of any estate of the deceased persons with no next of kin, and with regards to deceased person's estates, be responsible and accountable for claiming monies due from insurance, bank accounts, pension funds etc, and converting goods where necessary into cash to compensate the sections budget in line with legal policy and practises.
11. To act as a liaison officer with Funeral Directors, residential homes, Doctors, Police and any other interested parties to promote Coventry Bereavement Services role in the funeral services it provides.
12. To be responsible and accountable for carrying out the duties requested by the Treasury Solicitor as and when necessary or appropriate, complying with all legal requirements as well as the treasuries own code of practice. Searching property and securing valuables as necessary, supervising members of staff in attendance ensuring Health and Safety regulations and obligations are always complied with.
13. To arrange for the safe storage, re-uniting or eventual disposal of property through auctions.
14. To provide an auditable documentation when carrying out banking and receipting of cash and cheques, placing orders to comply with City Councils financial regulations.
15. Deal with low level Freedom of Information requests regards Public Health Funerals , Memorial Safety and Post cremation memorialisation
16. Collate and analyse statistical information for management as requested.
17. Any other duties and responsibilities within the range of the salary grade.

## Key relationships

External	Internal
The bereaved, grave owners & lease holders for memorials Coroner Funeral Directors Stonemasons Ministers and officiants Treasury Solicitors Housing officers and landlords	Other Bereavement Services officers Finance officers Councillors and Senior Management Information Governance Auditors Registrars

## Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

### Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

### Training

The postholder must attend any training that is identified as mandatory to their role.

## Responsible for:

Staff managed by postholder:

N/A

## Person specification

<b>Job Evaluation Code</b>	
<b>Knowledge</b>	
<ul style="list-style-type: none"> <li>• Charter for the Bereaved</li> <li>• Principles of Customer Care.</li> <li>• The Local Authorities Cemeteries Order</li> <li>• The Cremation Act</li> <li>• Public Health and Control of Diseases Act 1984</li> <li>• Knowledge of administration procedures and systems.</li> <li>• Data Protection and Freedom of Information.</li> <li>• Requirements of Health and Safety at Work Act</li> <li>• Basic construction techniques for memorialisation</li> <li>• Full understanding of NAMM requirements</li> <li>• Manual Handling Techniques</li> </ul>	
<b>Skills and Abilities</b>	
<ul style="list-style-type: none"> <li>• Effective organisational skills to achieve day-to-day operation of all memorial schemes and memorial safety inspections.</li> <li>• To supervise and guide contractors.</li> <li>• Numerical skills to read and produce statistical information and to handle cash, cheques, to receipt and monitor income and expenditure budgets.</li> <li>• Able to deal tactfully and sympathetically with bereaved people.</li> <li>• Excellent interpersonal and presentation skills.</li> <li>• Effective written communication, including report writing.</li> <li>• Able to work on own initiative with minimum supervision.</li> <li>• Able to have a flexible approach to work.</li> <li>• IT – keyboard skills.</li> <li>• To be able to drive</li> </ul>	
<b>Experience</b>	
<ul style="list-style-type: none"> <li>• Dealing with bereaved individuals.</li> <li>• Organising and prioritising workloads.</li> <li>• Supervising contractors and project managing contracts</li> <li>• Working with a range of IT packages, including "Windows".</li> <li>• Customer Care.</li> </ul>	

- Being able to deliver complex and / or sensitive information in a caring and empathetic manner

**Qualifications**

In Service Training studying to be completed :

- ICCM Memorial Management (Memorial Safety Inspections)
- CCC Principles of Customer Care.
- CCC Manual Handling Techniques.
- ICCM Public Health Funerals
- ICCM Post cremation Memorialisation
- CCC Risk Assessments

\*\*Future training commensurate with the position

**Special Requirements**

- Previous experience working within a Bereavement Services or a funeral delivery driven service.
- Possession of current driving licence to travel to cemetery sites throughout the City.

<b>Date Created</b>	19.12.2022	<b>Date Reviewed</b>	06.02.2024
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