

Job Description and Person Specification

Job Title: Funeral Coordinator



Job Description

Job Title	Funeral Coordinator
Grade	3
Service	Bereavement Services
Reports to	Senior Funeral Coordinator
Location	The Lodge, Canley Cemetery & Crematorium
Job Evaluation Code	C6006D



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

Purpose of the role

Under the general direction of the Bereavement Services Manager, to be responsible for the day-to-day administration of all activities within statutory legislation associated with the Crematorium and the City Cemeteries, provide reception duties and carry out low level receipting of payments and banking of monies.

Main Duties & Key Accountabilities

Core Knowledge

1. Provide a frontline reception service for interaction(s) both face to face and on the telephone with members of the public, funeral directors, memorial masons and the clergy, including decision-making and use of initiative in providing a coordinated diary booking service to provide an integrated funeral service.
2. Ensure that all operational documents needed for the smooth operation of Canley Crematorium/Cemeteries are prepared on time and information passed to the Bereavement Services Management Team, Crematorium Officers, Senior Burial and Estate Supervisor and (or) the Burial and Estate Supervisors.
3. Ensure that all statutory and non-statutory documents are submitted on time, checked and prepared for presentation to the Medical Referee.
4. To understand the relevant legislation and complete in the prescribed way all statutory registration work within timeframes and targets set.
5. Daily organisation of the specialist diary software system, taking booking, planning entries and coordinating officer attendances.
6. When required to carry out strewing of cremated remains in the Gardens of Remembrance.
7. To monitor the list of retained cremated remains and alert management when they remain over the due dates sending out the correct correspondence.
8. To ensure the Deeds of Exclusive Rights are accurately produced, signed by the Manager and sent within targets set.

9. To follow procedures for receipting cash, cheque and electronic card payments and documenting it accordingly against the funeral records. Completing the weekly and monthly banking/accounting procedures and preparing monies for security protected collection. Notifying Exchequer Banking daily to inform them of the daily credit card sales.
10. To carry out accurate record data inputting, back feeding from Statutory Registers and updating of all statutory records and registers for NVF, babies funerals, and graves.
11. Support the Bereavement Services and Funeral Coordinator to ensure the relevant correspondence goes to the applicant of The Exclusive Right of Burial when a memorial is found unsafe and produce safety warning notices as and when required.
12. When required to carry out adhoc processing of memorial headstone applications by checking all statutory documents, check permit, input finance, and record on software system / spreadsheets accordingly.
13. When required to assist the Bereavement Services and Funeral Coordinator to carry out Social Funerals and property searches ensuring all valuables are secure and catalogued.
14. To communicate verbally and in writing in a caring, sympathetic manner to Services users and Stakeholders of the service.
15. Assist with general memorial marketing procedures for post cremation memorials in the Gardens of Remembrance across the city to ensure financial targets are met.
16. Daily to prepare and record diary events for business continuity purposes.
17. Key holder responsibility to open and close building on normal working days.
18. To understand and read statutory cemetery plans to convey locations either by instruction or accompany families to the grave location.
19. Any other duties and responsibilities within the range of the salary grade.

Key relationships

External Bereaved families and members of the public. Ministers, funeral directors, and stonemasons Delivery staff and contractors	Internal Other bereavement services officers, Councillors, Directors and Senior Management, Officers from other Council departments
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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: Not applicable

Person specification

Job Evaluation Code	C6006D
Knowledge	
<ul style="list-style-type: none"> • Understanding of bereavement administrative procedures and relevant laws, codes and government guidance notes • Knowledge of clerical, administration and office systems & procedures • Customer Care principles • Equality & Diversity 	
Skills and Abilities	
<ul style="list-style-type: none"> • Initiative to make decisions to facilitate funeral bookings • Communicate orally to the bereaved and stakeholders • Effective organisational and decision-making skills. • Keyboard skills • Numerical skills • Able to deal tactfully and sympathetically with members of the public • Complete various administrative activities & procedures • Able to work as part of a team or on own initiative. • Able to work to tight deadlines. • Able to work under pressure 	
Experience	
<ul style="list-style-type: none"> • Dealing with enquiries from members of the public • Use of computer systems in order to retrieve and input data, carry out banking procedures and be adaptable to specialist software packages • Keyboard skills 	
Qualifications	
Good general educational grades	

Special Requirements

To have a flexible approach.

To undertake training in the following:-

1. To learn relevant legislation to understand and carry out statutory functions
2. Customer Care
3. Customised Software packages
4. Receipting & banking procedures
5. Reception skills and use of Telephone
6. Fire Awareness
7. Memorialisation/marketing
8. Strewing of cremated remains
9. Reading cemetery plans
10. Any other training commensurate with the post.

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