

Job Description and Person Specification

Bereavement Service Apprentice

| Job Details | |
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| Grade | Apprentice |
| Service | Bereavement Services |
| Location | The Lodge Canley Cemetery & Crematorium |
| Job Evaluation Code | Apprentice |

| Coventry City Council Values |
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| <p>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:</p> <p>Open and fair: We are open, fair and transparent.</p> <p>Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be.</p> <p>Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing.</p> <p>Create and innovate: We embrace new ways of working to continuously improve the services we offer.</p> <p>Own and be accountable: We work together to make the right decisions and deliver the best services for our residents.</p> <p>Value and respect: We put diversity and inclusion at the heart of all we do.</p> |

| Job Purpose |
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| <ul style="list-style-type: none"> • Supporting Bereavement Services in delivering a comprehensive high-quality professional, effective and customer focused service. • Using systems and following procedures to ensure a competent, accurate and reliable service to all bereaved families and members of the public. • To support the successful delivery of customer service activities to service users by telephone, e-mail, and providing face-to-face reception support. |

| Key Responsibilities and Accountabilities |
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| To answer service enquiries or passing them on to another department giving information and helping to solve problems. |
| Answering incoming telephone enquiries responding to requests for information received by families. |
| To initiate outgoing calls in accordance with procedure, providing guidance and information. |
| To accurately collect and record information requests for referral and perform data entry activities |
| To receive and respond to enquiries across a range of Bereavement services duties supplied . |
| To provide advice and assistance to customers via the reception facility demonstrating customer service skills and attention to detail. |
| To receive and process follow up information about previous requests and reports and to update systems as appropriate. |
| To use service specific software applications and other electronic information systems appropriately and in accordance with procedure. |
| To liaise with other departmental staff, partner organisations and external service providers |
| To provide general administrative support such as mailing, faxing, photocopying, information storage and printing. |
| To gain an awareness of all relevant service activities and participate in all aspects of training, proactively seeking opportunities for learning and self - development so as to improve effectiveness and efficiency of service delivery. |
| To carry out duties in accordance with the Council's Equal Opportunities Policy, Information Security standards, the Data Protection Act, Freedom of Information Act and any other relevant legislation that directly affects electronic service delivery. |

| Key Relationships | | | |
|--------------------------|---|-----------|--|
| External: | Bereaved individuals Members of Public Funeral Directors Ministers and doctors | Internal: | Service officers Councillors Senior Management Other CCC officers |

| Standard Information |
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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.
- attending any training and undertake any development activities that are identified as mandatory/beneficial to their role.
- any other duties and responsibilities within the range of the salary grade.

Responsible for

N/A

Person Specification

Requirements

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|----------------------|--|
| Knowledge | Basic awareness of the services provided by Bereavement Services |
| Knowledge | Basic knowledge of Customer Service. |
| Knowledge | Basic digital and ICT skills. |
| Knowledge | Awareness of equal opportunities in the workplace. |
| Skills And Ability | Keyboard skills and the ability to undertake training in word processing. |
| Skills And Ability | Communication skills to take information from people and give out information on the telephone and face to face. |
| Skills and ability | Ability to work accurately to follow procedures and undertake straightforward arithmetic calculations |
| Skills and Ability | Ability to maintain confidentiality of information. |
| Experience | Working to deadlines. |
| Experience | Delivering information verbally to others |
| Qualification | Maths and English GCSE 4/C or above (or equivalent) or ability to complete Maths and English Functional Skills level 2 as part of the apprenticeship |
| Special Requirements | A willingness to undertake training to gain good awareness of all service specific activities and procedures. |

| Disclosure and Barring Service (DBS) | | | |
|--|---|---|---|
| Does the role require a DBS check? N/A | | | |
| Find out which DBS check is right for your employee - GOV.UK | | | |
| And if so, which type? | | | |
| Basic Check <input type="checkbox"/> | Standard Check <input type="checkbox"/> | Enhanced Check <input type="checkbox"/> | Enhanced + barred list check <input type="checkbox"/> |

| Declaration | | | |
|----------------------|------------------------------|-------|------------|
| Reviewed/Created By: | Mandy Thomas | | |
| Job Title: | Bereavement Services Manager | Date: | 14/05/2026 |