

Job Description and Person Specification

Job Title: Senior Funeral Coordinator



Job Description

Job Title	Senior Funeral Coordinator
Grade	4
Service	Bereavement Services
Reports to	Bereavement Services Manager
Location	The Lodge, Canley Cemetery & Crematorium
Job Evaluation Code	C6935D



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 overseeing, and undertaking, the provision of day-to-day administration of all activities within statutory legislation associated with, the Crematorium and the City Cemeteries, Social Funerals, Memorial Permits requests and safety matters, and the public reception.

Provide team leadership, including performance management, sickness absence monitoring and recording and the training and development of staff.

Main Duties & Key Accountabilities

Core Knowledge

1. Provide a front line reception service both in person and on the telephone to 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 Assistant Manager of Bereavement Services, Crematorium Officers, Senior Burial Supervisor and (or) the Burial Supervisors.
3. Ensure that all statutory and non-statutory documents are submitted on time, checked and prepared for presentation to the Medical Referee. Coordinating and conduct 1 to 1 meeting with Funeral Directors who do not produce the documentation in a timely manner.
4. To understand the relevant legislation and complete in the prescribed way all statutory registration work within timeframes and targets set. Assisting with the implementation of revised legislation requirements. Assist the management team to monitor and review processes to improve efficiency and service delivery.
5. When required to carry out strewing of cremated remains in the Gardens of Remembrance or on graves escorting and discussing with families their requirements and liaising with a team of Cemetery Operatives to ensure the grave is prepared correctly.
6. To monitor the list of retained cremated remains and alert management when they remain over the due dates sending out the correct correspondence.

7. To ensure the Deeds of Exclusive Rights are accurately produced, signed by the Manager and sent within targets set.
8. To carry out the first phase of the cash, cheque and electronic card receipting procedures, raise monthly invoices, raise credit notes, coordinate payment for Medical Referees, banking weekly and also completing the monthly accounting procedures. Notifying Exchequer Banking daily to inform them of the daily credit card sales.
9. To carry out accurate record data inputting, back feeding from Statutory Registers and updating of the Memorial Safety Inspection Register and to administer membership, checking insurance documents, liability and monitor the Memorial Mason Registration Scheme alerting Management of a breach of the scheme.
10. To carry out the processing of Memorial Headstone applications by checking all statutory documents, producing permits to erect, imputing finance, registering memorials placed in the cemeteries and recording when the 30-year lease starts.
11. To assist the Bereavement Services Memorials Officer when carrying out Social Funerals, property searches and the memorial marketing procedures for post cremation memorials to ensure financial targets are met.
12. To understand and read statutory cemetery plans to convey locations either by instruction or accompany families to the grave location and supply grave markers as and when required.

People Management

13. Deal with enquiries and low level complaints received, ensuring that where possible they are resolved at first contact, or that messages are passed on to the relevant person for action: seeking to resolve queries and using judgement as to when to pass on more complex issues.
14. Handle correspondence on behalf of others and undertake detailed minute taking
15. Oversee the work of the Funeral Coordinators team making decisions about priorities in relation to the allocation of work rotas/duties and holiday allocation, making sure that quality standards are achieved and maintained and liaising with others in the absence of the Assistant Bereavement Services Manager.
16. Ensure monthly one to ones and annual appraisals are undertaken including setting clear objectives and development plans. Undertaking Return to Work meetings and leading team meetings as required.
17. Explain and document procedures for use by colleagues and team members.
18. 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: X2 Funeral Coordinators

Person specification

Job Evaluation Code	C6935D
Knowledge	
<ul style="list-style-type: none">• Understanding of Statutory Bereavement administrative procedures and relevant laws, codes and government guidance notes• Good knowledge of clerical and office systems• Equal Opportunities (workplace and customers)• Excellent Customer Care• Marketing Procedures• Basic Knowledge of Health & Safety in the Workplace & Risk Assessments• Good knowledge of FOI and data protection guidelines• Good understanding of Human Resources policies and procedures	
Skills and Abilities	
<ul style="list-style-type: none">• Initiative to make decisions to facilitate funeral bookings/ appointments• Communication skills to be able to establish effective working relationships within the team and when dealing with the bereaved and stakeholders• Excellent organisational skills to be able to prioritise workloads within the team• Excellent IT and Keyboard skills.• Deal tactfully and sympathetically with the bereaved and other team members to find resolutions when dealing with complaints or conflict.• Ability to analyse, evaluate, record and interpret information accurately.• Able to give guidance to the team members and offer clear explanations in relation to systems and processes.	
Experience	
<ul style="list-style-type: none">• Experience of dealing with complicated enquiries from members of the public and other team members.• Use of different computer systems in order to retrieve data and utilise it to create reports or feedback for enquiries.• Identifying training needs and assessing performance in others.• Supervision of others in the workplace• Of customer care principals.• Banking procedures, creation of orders, invoices and credit notes.• Memorialisation/marketing sales and / or awareness	

Qualifications
<ul style="list-style-type: none"> • Good general educational grades
<ul style="list-style-type: none"> • Good General Data entry skills
Special Requirements
<p>To have a flexible approach.</p> <p>To undertake training in the following:-</p> <ol style="list-style-type: none"> 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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