

Job Description and Person Specification

Bereavement and Memorials Officer

Job Details	
Grade	3
Service	Coventry Bereavement Services
Location	Canley Cemetery
Job Evaluation Code	C6006D

Coventry City Council Values
<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

Responsible for the day-to-day administration of all activities within statutory legislation associated with the Crematorium, provision of Public Health Funerals and the City Cemeteries, provide reception duties and carry out low level receipting of payments and banking of monies.

Main Duties & Key Accountabilities

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.

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.

Ensure that all statutory and non-statutory documents are submitted on time, checked and prepared for presentation to the Medical Referee

To understand the relevant legislation and complete in the prescribed way all statutory registration work within timeframes and targets set.

Daily organisation of the specialist diary software system, taking booking, planning entries and coordinating officer attendances.

When required to carry out strewing of cremated remains in the Gardens of Remembrance.

To monitor the list of retained cremated remains and alert management when they remain over the due dates sending out the correct correspondence

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.

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.

Support the Bereavement & Memorials officer 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.

Process memorial headstone applications by checking all statutory documents, check permit, input finance, and record on software system

Assist the Bereavement & Memorials Officer to carry out Social Funerals and property searches ensuring all valuables are secure and catalogued

Assist with general memorial marketing procedures for post cremation memorials in the Gardens of Remembrance

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.

Training

The postholder must attend any training and undertake any development activities that are identified as mandatory/beneficial to their role.

Responsible for

N/A

Person Specification

Requirements

Knowledge	<ul style="list-style-type: none"> • Awareness of Cremation Act, Local Authorities Cemeteries Order, Health & Safety at Work Act & Control of Diseases Act. • General clerical & administration processes and procedures including using software packages. • Basic cash handling processes
Skills And Ability	<ul style="list-style-type: none"> • Initiative to make decisions to facilitate diary bookings • Communication skills to be able to support bereaved families • Effective organisational skills to be able to prioritise own workloads • IT and Keyboard skills. • Deal tactfully and sympathetically with service users • Ability to analyse, evaluate, record and interpret information accurately. • Able to work to deadlines and under pressure
Experience	<ul style="list-style-type: none"> • Dealing with members of the public • Use of different computer systems in order to retrieve data and utilise it to create reports or feedback for enquiries. • Keyboard skills
Qualification	<ul style="list-style-type: none"> • Good general educational qualifications
Special Requirements	<ul style="list-style-type: none"> • Previous experience working within a bereavement service environment preferred but not essential.

Declaration			
Reviewed/Created By:	Mandy Thomas		
Job Title:	Bereavement Services Manager	Date:	May 2025