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| Post No. : | POST00001340 - JET660  As per Vision HR system if existing post |
| Post Title: | Bereavement Support Assistant |
| Directorate: | Community and Environmental Services |
| Division: | Life Events |
| Section: | Bereavement Services |
| Reports To: | Bereavement Support Team Leader |
| Location: | Carleton Crematorium |
| DBS Status: | None |
| Grade: | E |

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| Role Purpose |
| To assist and support the Bereavement Support Team Leader and other team members with the day to day running of the cemeteries office, providing professional administrative support and dealing with all associated duties involved with the day to day running of the cemetery office.  Dealing with all enquiries from customers, funeral directors and other stakeholders both face to face, online and over the telephone in a professional and supportive manner due to the sensitivity and nature of the service, whilst ensuring customer standards are maintained and developed. |

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| **Main** Duties and Responsibilities |
| Provide professional administrative support and support the service with all general office functions.  Provide a first point of contact for all customers, funeral directors and other stakeholder enquiries, including answering all telephone calls, face to face customer enquiries, emails to the crematorium inbox, incoming and outgoing mail in a professional manner.  To deal with the bereaved and other stakeholders in a caring and sympathetic manner adopting a flexible approach to ensure customer needs are addressed.  To support and work alongside the Bereavement Support Team Leader and other team members to ensure that all burial and cremation activities are managed with competence and efficiency to ensure that the bereavement experience for families is without error or insensitivity.  To ensure prompt and accurate recording, processing and security of invoices, payments and income relating to the service, including funeral billing, invoicing, receipting of payments, banking and end of month transactions.  To process and check thoroughly all paperwork in relation to all burials and cremations, update all necessary systems and process all applications for all types of memorials.  To ensure that the website is up to date and maintained.  To support the Bereavement Support Team Leader in the arrangements and organisation of public funerals.  To order all stationery and supplies and monitor stock levels and order as and when required.  To cover and work in the chapel and support the crematorium assistants in covering for periods of absence. |

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| Qualifications | Please mark which are Essential or Desirable  | E/D |
| Level 2 (GCSE Grade A\*\* - C or Grades 9 – 4) or equivalent qualification including functional skills in English and Maths or relevant demonstrable experience. | | E |

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| Knowledge, Skills and Experience  Required | Please mark which are Essential or Desirable  | E/D |
| Knowledge  Considerable knowledge and understanding of the day to day operations and procedures of cemeteries and crematoriums.  Knowledge of statutory provisions and codes of practice and policies for burials and cremations.  Knowledge of health and safety practices as they relate to cemeteries and crematorium provision.  Knowledge and understanding of local authority structures, strategic objectives and the environment into which the service is delivered.  Skills  Excellent ability to communicate verbally and in writing with a diverse range of people, in particular members of the public and professionals in the funeral and care industry.  A clear understanding of customer care and the ability to put this into practice.  Strong tact and diplomacy skills, in particular recognising where emotional behaviour may arise and acting accordingly.  Ability to organise and prioritise own workload appropriate around statutory and organisational deadlines.  Ability to work under pressure without supervision.  Flexible approach to work and a personal ongoing commitment to team work.  Experience  Experience of establishing, maintaining and developing effective working relationships in a sensitive and emotional context. | | E  D  D  D  E  E  E  E  E  E  D |

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| Initiative and Independence |
| To manage own workload on a day to day basis and support other team members as appropriate around statutory and organisational deadlines. |

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| Relationships/Nature of contacts |
| **Internal**  Colleagues and other Council employees.  **External**  Service users, funeral directors, clergy, volunteers, bereaved families and visitors.  Confidence, tact and diplomacy needed to deal with enquiries from customers, including from those where English is not their first language. |

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| Responsibility for Resources (Financial, Physical, Capital, Information) |
| **Financial Resources**  Ensure prompt and accurate recording, processing and security of invoices, payments and income relating to the service.  **Physical Resources**  Data  **Capital Resources**  n/a  **Information Resources**  Ensure accuracy and confidentiality of manual and computerised records. |

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| Responsibility for People (including supervision/training of staff or clients) |
| To support the manager(s), crematorium assistants and cemetery operatives with the day to day running of the bereavement service.  To work with team members to share information and resolve problems, supporting and assisting other staff members when needed.  To deal with person(s) with a range of emotions through the bereavement process. |

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| Mental and Emotional Demands |
| **Mental Demands**  Medium periods of concentrated sensory attention. Such as month end reports and finances.  **Emotional Demands**  Regular emotional demands placed on post holder. |

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| Planning Requirements |
| The ability to organise and prioritise own work load as appropriate around statutory and organisational deadlines. |

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| Key Facts and Figures |
| To work alongside other team members with the collection of income and the issuing of invoices as follows –  2023/24  £200,000 receipts of Cash or Cheques (over the counter, by post or online)  Over £1,800,000 of invoices raised within the financial year  Demonstrate own duties to other team members.  The service undertakes approximately 300 to 400 burials and 2200 cremations per year 2023/24 |

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| Working Conditions (This information is used to carry out any pre-employment medical questionnaires and to evaluate the Job Evaluation Working Conditions factor) | | | | | | | | | |
| Manager Assessment of Working Conditions (percentage of time involved) | | | | | | | | | |
| Manual Handling – Heavy Loads (over 25KG) | | 0% | Manual Handling – Light to Moderate (under 25KG) | | | 5% | Vibrating plant/ tools/ equipment | | 0% |
| Noise | | 0% | Repetitive work activity/ operations | | | 0% | Prolonged standing/ walking | | 0% |
| Prolonged sitting in a constrained position | | 0% | Confined spaces | | | 0% | Extremes of temperature (e.g. very hot / cold) | | 0% |
| Adverse weather conditions (e.g. frost, rain, etc.) | | 0% | Working at Height | | | 0% | Driving HGV/ LGV/ PCV/ Minibus | | 0% |
| Fumes, dusts, gases, etc. | | 0% | Solvents, oils, paints, de-greasers, etc. | | | 0% | Pesticides, herbicides, insecticides | | 0% |
| Detergent or other cleaning chemicals | | 0% | Biological hazards (e.g. vomit, urine, blood, sharps) | | | 0% | Display screen equipment | | 80% |
| The job involves working with (percentage of time involved) | | | | | | | | | |
| Plant and/or machinery | | 0% | Vehicles (including driving) | | | 0% | Electricity | | 0% |
| Welding | | 0% | Food Handling | | | 0% | Animals | | 0% |
| Working alone | | 0% | Working with vulnerable people | | | 0% | Working with people with additional needs | | 0% |
| Working with members of the public | | 50% | Other (please state): | | |  | | | |
| Frequency of Risks that may apply whilst working in a people related environment | | | | | | | | | |
| Risk of Abuse | Low | | | Risk of Aggression | None | | Risk of Injury | None | |

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| Vision and Values |
| Blackpool Council's new Council Plan outlines what our vision and priorities will be during from 2019 to 2024.  Blackpool might be the biggest and the brightest but it isn’t without its challenges. We have major social and health issues to deal with, whilst needing to develop and innovate so our town meets the changing desires of modern day audiences.  We need to take advantage of other opportunities - in fields like energy generation - with the same vigour our predecessors had, when building iconic attractions such as the Winter Gardens, the Tower and Tower Buildings, the Pleasure Beach and of course the true one-off that is the Blackpool Illuminations.  This Council Plan is our response to this picture. It’s our way of telling the story of our town and bringing the strands of our economy and society together so that everyone – residents, organisations and visitors – knows what we’re doing, who we’re doing it with and why we’re doing it. **Our vision for Blackpool is that we will:**Retain our position as the UK's number one family resort, with a thriving economy that supports a happy and healthy community who are proud of this unique town.**Our Priorities** We have two priorities:   * [Priority one - The economy](https://www.blackpool.gov.uk/Your-Council/Creating-a-better-Blackpool/Blackpool-Council-plan/Priority-one-The-economy.aspx): Maximising growth and opportunity across Blackpool * [Priority two - Communities](https://www.blackpool.gov.uk/Your-Council/Creating-a-better-Blackpool/Blackpool-Council-plan/Priority-two-Communities.aspx): Creating stronger communities and increasing resilience   Our Values  We aim to:   * Deliver **quality** * Be **fair** * Be **accountable** * Be **compassionate** * Be **trustworthy** |

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| Equal Opportunities:  We do our utmost to ensure that here is no unjustified discrimination in the recruitment, retention, training and development of staff on the basis of their age, sexuality, religion or belief, race, gender or disabilities. |