

Job Profile

Business Support Officer (Bereavement Admin) Grade C

Date created: 13th March 2017

About the Job

- To be part of the Council's Business Support service with specific responsibility for all public enquiries relating to the cemetery, crematorium or registrations; to assist in providing a range of specialist administrative, clerical and financial support, including a shared responsibility for checking graves and monitoring cemetery grounds.
- This is one of a number of posts that will work flexibly as a team ensuring that the service is delivered effectively, efficiently and customer focused and with regard to the principles of asset based community development

This is what we need you to do...

- To work as part of the support team and provide wide ranging administrative and project support, undertaken with a high degree of accuracy across the Council ensuring customer satisfaction remains of a high standard.
- To be able to deal with customers and stakeholders confidently and professionally, verbally or in written communications; and be able to prepare high quality presentations, including the use of graphs and tables.
- In the absence of the Cemetery and Crematorium Manager and Registrar and Assistant Manager and Registrar, support the day to day running of the Cemeteries and Crematorium Division and any associated administrative tasks..
- To manage the bookings service for the Crematorium and ensure schedules are prepared.
- To deal with any complaints and refer as necessary to the Cemetery and Crematorium Manager and Registrar.
- To be responsible for memorisation requests including purchasing of graves, disposal and scattering of ashes, book of remembrance, plaques and family research as appropriate., return slips to Registrars of Births and Deaths.
- Complete all necessary plans, Registers
- To comply with all relevant cremation legislation and assist with the enforcement of Cemetery Regulations and bylaws, and the monitoring of grounds maintenance.
- Contribute to the delivery of service plans in order to meet the council's corporate plan priorities in accordance with the requirements of Bereavement Services Manager
- Maintain and develop constructive relationships as part of a collaborative working environment.
- Engage with stakeholders (internal and external) through effective communication to ensure good performance and continuing service improvement.
- Demonstrate a commitment to personal and professional development, working with managers to identify any gaps in skills, knowledge and expertise and plan for improvement.
- Consider the financial implications of any activities affecting the use of council funds, seeking best value for money and identifying or recommending more cost-effective options.
- Take on any other additional duties as reasonably required within Gloucester City Council.
- Work in a flexible and adaptable way with a 'can-do' attitude that gets things done right the first time

Special Conditions

- To provide any emergency out of hours support as required.

Monitoring and ongoing development of outcomes

As part of the annual appraisal, outcome based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the council reserves its right to amend or add to the accountabilities listed above.

The ideal candidate will have...

Experience

- Good written and communication skills.
- Experience of dealing with the general public.
- Ability to manage own time and workload.
- The ability to deal with the bereaved in a sensitive and compassionate manner.
- To work as part of a team.

Knowledge, Skills and Understanding

- To be able to work proficiently with computerised systems, including spread-sheets to record financial or other data and scheduling of work tasks.
- To preferably have a knowledge of the Cemetery and Crematorium service.
- To be able to prioritise and respond to tasks accordingly.
- Due to the sensitivity of the service, demonstrate the ability to act professionally and appropriately..

Behavioural attributes

- **Efficiency and Value For Money:** Taking ownership of your work you will work flexibly to provide great services to meet personal, organisational and customer expectations.
- **Forward thinking with Innovation:** Being creative and using your initiative you actively seek to improve services and processes.
- **Making Residents Lives Better:** Delivering good customer services by listening and raising awareness of what we do.
- **Passionate about the City Being:** loyal to Gloucester you take pride in the quality of your work and understand how it improves the reputation and quality of our city.
- **Working Together to make it Happen:** As a team worker you communicate effectively and pursue a 'can-do' attitude in being flexible to deliver quality services.

Expected to perform at level 1 of Gloucester City Council's Employee Behaviours Framework

Education & Qualifications

Essential

- A good level of general education

Desirable

- Any relevant professional qualification