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| Directorate: | PLACE | **Section**: | Bereavement Services |

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| **Job details** |  |
| **Job title:** |  Bereavement Services Officer |
| **Grade:** |  3B (SCP 29-32) (Currently £26,470-£29,055) |
| **Location of work:** | Based at Agecroft Cemetery (working across all Salford Council cemeteries/crematoria) |
| **Directly responsible to:** |  Bereavement Services Manager |
| **Directly responsible for:** |  All allocated staff across Bereavement Services |
| **Hours of duty:** |  36 hours per week |
| **Primary purpose of the job:** | Manage, direct and co-ordinate all allocated bereavement services staff based at all Salford City Council sites in the efficient and effective delivery of operational functions relating to burial, cremation and grounds maintenance. Lead and manage staff to provide an effective and sensitive cremation and burial service to meet customer needs.1. To deputise in the absence of the Bereavement Services Manager for all matters in relation to Bereavement Services
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| **Post ref no:** |  |

Main duties and responsibilities/accountabilities

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| 1. Manage all allocated operational / office staff with Bereavement Services to improve their performance and productivity with strict quality control, in the delivery of an effective customer focused Bereavement Service
2. To manage allocated budgets within the service including budget monitoring of income/expenditure. Liaise with the accountancy team as required and playing a pivotal role in key financial decisions within the service e.g. fees/ charges/ budget efficiencies.
3. To enforce the statutory law and bylaws in respect of the cemeteries and crematorium, and to assist funeral directors and the bereaved in all aspects connected with the disposal of the dead and provision of memorials
4. Deliver key projects across the sites including all improvement initiatives, e.g. Customer Service Excellence (CSE), Green Flag, Charter for the Bereaved etc.
5. Ensure the completion of all statutory requirements in relation to all burials, exhumations, cremations and memorials at all bereavement service sites.
6. Monitor and effectively manage sickness absence of staff in accordance with the City Council’s Attendance Management Policy.
7. Develop, maintain and ensure implementation of the Bereavement Service Health and Safety Improvement Plan, including codes of practice, risk assessments and health and safety matters relating to grave digging, grounds maintenance and physical assets including the safety of memorials in all cemeteries as required.
8. Ensure that all grave digging policies/procedures are strictly adhered to and undertaken in accordance with instructions and good practice, ensuring that a final check has been undertaken on the dimensions, depth and presentation of graves dug in good time prior to a funeral, at all cemeteries as required.
9. Resolve and manage any day to day issues affecting provision of cemetery infrastructure, including toilets, walls, buildings, fencing, gates etc.. and effectively supervise the work of sub-contractors as required
10. Oversee the final disposal of cremated remains across all Cemeteries, as required.
11. Arrange and manage all aspects of any exhumations required across the service, liaising with all relevant members e.g. burial authorities/Environmental Health etc.
12. Ensure cemetery regulations are upheld at all times.
13. Lead on the induction, appraisal and analysing and arranging the training needs of employees in the team.
14. Authorise the undertaking of burials and cremations and ensure that all procedures required by law are carried out, including arranging for medical referee’s signature for the authority to cremate and adhering to all relevant codes of practice/legislation and Ministry of Justice requirements.
15. To ensure that all installations of memorials comply to BS8415 and conform to NAMM/BRAMM standard and that memorial safety inspection are carried out in accordance with the departments Memorial Policy and procedures.
16. Manage all enquiries from all service user and stakeholder.
17. To implement and promote service initiatives and good practise to ensure the highest standards are met in line with ICCM Charter for the Bereaved.
18. Ensure all administration policies and procedures are adhered to including the receipt and banking of fees for burials, cremations, memorials and maintenance of the required records.
19. Ensure the provision of sufficient materials for the efficient running of the cemeteries and crematorium, including the storage and control of stock.
20. Identification and development of income development opportunities for the service.
21. Considerable importance is attached to the public relations aspect of all work undertaken by the Place Directorate staff. It is expected, therefore, that the post holder will at all times project to the public the image of the Directorate as being keen to assist wherever possible and positively promote the work that the directorate does across its various services.
22. Manage the vehicle fleet operations and liaise with the Council’s Vehicle Maintenance section with regard to repairs, hire vehicles etc.
23. Manage the grounds maintenance within all Bereavement Services sites liaising with the Council’s Grounds Maintenance section as required, monitoring their work in Bereavement Service sites.
24. Support the Bereavement Service Manager in dealings with external groups such as the Friends of Cemeteries etc including attending meetings.
25. To ensure al cremator equipment and other auxiliary equipment are maintained and that faults are reported in a timely manner to ensure compliance to DEFRA Statutory Guidance for Crematoria Process Guidance Note 5/2(12)
26. The post holder must carry out their duties with full regard to the City Council’s Equal Opportunities, Health and Safety and Community Strategy policies.
27. To undertake any other such duties that are reasonably commensurate with the level of this post.
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| Review arrangements |
| The details contained in this job description reflect the content of the job at the date it was prepared. It should be remembered, however, that it is inevitable that over time, the nature of individual jobs will change, existing duties may no longer be required and other duties may be gained without changing the general nature of the duties or the level of responsibility entailed. Consequently, the council will expect to revise this job description from time to time and will consult with the post holder at the appropriate time. |

#### Date job description prepared/revised: 05/07/2018

**Prepared/revised by: Barry Ellis Bereavement Service Manager**

**Agreed job description signed by holder:**