

## Newcastle City Council Job Description and Profile

**Post Title:** Bereavement Services Operative

**Evaluation:** CC829      **Grade:** N5

**Responsible to:** Bereavement Services Manager

**Responsible for:** N/A

**Job Purpose:** To assist in the provision of an efficient burial and cremation service within the city, either individually or as part of a team, in accordance with Statutory legislation.

**Main Duties:** The following is typical of the duties the postholder will be expected to perform. It is not necessarily exhaustive and other duties of a similar nature and level may be required from time to time.

1. Location, preparation and digging of graves, including necessary shoring and shuttering etc.
2. Maintenance of grounds e.g., grass cutting, hedge trimming, planting and pruning, using a range of tools and equipment, powered hand tools and plant including mechanical diggers.
3. Deal with enquiries and service requests from the bereaved in an efficient and sensitive manner, either on the telephone, face to face, or via e mail
4. General cemetery maintenance including sweeping, litter collection and snow clearance.
5. Provide effective administrative and clerical support to operational managers and professional and technical officers.
6. Receipt and security of cash and cheques
7. Issue, receive and retain documentation in respect of burials and cremations, commemoration schemes and grave memorials so as to meet all service, statutory, statistical and information requirements.
8. Take bookings for cremations and burials and ensure that all services, are carried out in line with statutory and legal requirements and within the expressed wishes of the bereaved or their representatives
9. Promote and implement the Council's equal opportunities policies in all aspects of employment and service delivery.
10. Assist in maintaining a healthy, safe and secure environment and to act in accordance with the Council's policies and procedures.