**Job Description**

**Job Title: Job Title:** Bereavement Services Officer

**Grade:**  6

**Directorate:** Neighbourhoods

**Service:** Environmental Services

**Responsible To:** Bereavement Services Manager

**Purpose:**

To ensure that all burials and cremations are carried out in compliance with relevant legislation and in line with council policy and procedure. To be responsible for the day to day operation of Sunderland Crematorium and 10 cemeteries.

**Key Responsibilities:**

To manage and monitor the work of bereavement and grounds maintenance staff to ensure service standards are met.

Communicate on a regular basis with a wide range of audiences such as Funeral Directors, families and memorial masons, hold formal meetings with all staff to monitor the workload and to develop service and staff skills.

To ensure that all work is of an appropriate standard and quality to meet the objectives of the Council and the needs of clients/customers and prioritising workload to ensure that all work across the team is delivered within designated timeframes.

Support in the compilation of service plans, anticipating and identifying future service requirements including, but not exclusively, capacity across all cemeteries in the city and a cremator replacement programme.

Develop new opportunities and plans to offer products and services to customers, maintaining and growing service income.

Monitor revenue expenditure and income budgets and take appropriate action to manage the service in line with the allocated budget.

Work with corporate services to ensure the risk of exposure to non payment of customer debt is managed to acceptable levels.

Be responsible for training, developing and mentoring bereavement technicians in the technical, operational and customer service aspects necessary to ensure the effective and efficient operation of the service.

To provide supervision and guidance to all employees responsible to the post holder, including planning and allocating work, arranging relevant training and issuing instructions, ensuring the service is provided effectively and the relevant Councils policies and procedures are adhered to.

To produce, process and authorise relevant documentation, correspondence reports and statistics relating to burial and cremation as required.

Maintain personal technical competence and training to the relevant standard, currently Institute of Cemeteries and Crematoria Management (ICCM) to operate the cremation equipment and ensure bereavement officers are also trained and competent ensuring compliance with relevant guidelines.

Develop the Bereavement Service to ensure there is a culture of continuous improvement and the service is able to respond to customer and commercial demand.

Assist in the development of Information Technology systems including all service interfaces through the Council’s Customer Service Network, relating to the operation and improvement of the service.

Ensure service requests and complaints are dealt with promptly and effectively, in accordance with Council’s policies and procedures.

Acts to ensure the maintenance of good employee relations by consultation and liaison with employees and their trade union representatives.

Contribute to the on-going efficient operation of the cremation and burials service and implement operational changes to improve efficiency where needed.

Ensure that the crematorium is operated in compliance with the Environmental Permit issued under the Environmental Protection Act 1990.

To operate and maintain the crematorium facility to ensure its continued efficient and safe operation.

Maintain and periodically review safety and evacuation procedures to ensure the safety and security of all visitors and processes at the crematorium

Ensure that burial and cremation processes comply with relevant legislation, ensuring that all requirements relating to all operational activity are strictly followed and national strategies implemented accordingly.

Arrange to carry out a regular programme of inspections in the cemeteries including memorial masonry and carry out remedial action necessary to ensure safety of employees and the public.

To procure goods and services, plant and equipment and arrange repairs and maintenance orders for Crematoria and Cemeteries to ensure the satisfactory day to day operation of the crematoria and cemeteries.

To promote and champion a positive organisation-wide culture that reflects the Council’s values.

**Other Conditions of Service:**

To act in the capacity of premises manager for the crematorium and cemeteries to ensure the council fulfils its relevant statutory obligations. Liaise with contractors regarding the maintenance of the cemeteries and crematorium.

The postholder must comply with the principles of the Freedom of Information Act 2000 in relation to the management of Council records and information.

The postholder must carry out his or her duties with full regard to the Council’s Equal Opportunities Policy.

The postholder must act in compliance with data protection principles in respecting the privacy of personal information held by the Council.

The postholder must comply with the Council’s Health and Safety Policy and work in accordance with the service’s risk assessments / safe systems of work.

To comply with the principles and requirements of the Data Protection Act 2018 and GDPR in relation to the management of Council records and information, and respect the privacy of personal information held by the Council

Date: September 2019