



Job profile

Senior Support Assistant

Grade D

Group: Housing, Environment and Healthy Communities

Service: Environment and Fleet Management

Location: Civic Centre

Line Manager:

Car User Status: N/A

Job Purpose

To provide a friendly, compassionate and efficient front line service and to undertake the administration of Bereavement Services in accordance with procedures.

The key roles of this post will include:

1. To provide a high level of customer service via telephone, face to face, and in writing. Advising the general public on bereavement services including memorialisation, genealogical searches and other aspects of the service.
2. To make bookings for cremations, burials and ancilliary services (memorials etc.) using the BACAS computerised system.
3. To assist in the co-ordination and completion of all necessary paperwork as required, entering details onto BACAS system to allow burials and cremations to proceed.
4. To update manual and computerised records for burials, cremations and memorials, ensuring a high level of accuracy is maintained and the production of data and reports when required.
5. To assist in process of memorialisation including checking details, issuing of permits, making bookings for Masons and liaising with Masons.
6. To take payments and provide receipts for cash, card and cheque payments received, ensuring financial procedures and systems are adhered to.
7. To undertake routine clerical tasks such as filing, photocopying and receiving and dispatching mail.



8. Process complaints in accordance with the Council's complaints procedures where necessary.
9. Such other responsibilities allocated which are appropriate to the grade of the post.



Knowledge & Qualifications

Essential:

Knowledge

- ICT literate and competent in Microsoft office applications

Experience

- Be able to demonstrate effective and excellent communication and customer care skills
- Ability to work quickly and accurately under pressure
- Ability to prioritise work with conflicting demands and achieve deadlines.
- Able to work alone or as part of a team.
- A methodical and flexible approach to work.
- Sensitivity and confidentiality when handling customer or people information

Qualifications

- NVQ Level 3 in Business Administration or Customer Care or equivalent

Desirable:

Knowledge

- Knowledge of the administration of Bereavement Services.

Experience

- Handling customer contact via different access methods including face to face, telephony, letter etc.
- Experience of working with the bereaved.



Competencies

Customer Focus

Puts the customer first and provides excellent service to both internal and external customers

Communication

Uses appropriate methods to express information in a clear and concise way to make sure people understand

Team Working

Works with others to achieve results and develop good working relationships

Making things happen

Takes responsibility for personal organisation and achieving results

Flexibility

Adapts to change and works effectively in a variety of situations

Learning and Development

Actively improves by developing and applying new skills and knowledge and learns from past experiences