

2021 VAC 137

**JOB DESCRIPTION**

**Job Title:** Bereavement ServicesMemorialisation Officer

**Grade:** Scale 5

**Directorate:** Neighbourhood Services

**Responsible to:** Bereavement Services Manager

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| **1.** | **Primary Purpose** |
| 1.1 | To manage the stock of memorial items for Bereavement Services and ensure that such is maintained at a consistently high standard and in accordance with sponsorship terms and conditions |
| 1.2 | To offer support to families considering memorials and advice on products according to need and budget |
| 1.3 | To realise an annual income relating to the sale of memorials |

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| **2** | **Key Responsibilities:** |
| 2.1 | To manage the exiting memorialisation stock including the organisation and management of systems to catalogue lease information, individual stock condition, schedules of maintenance and permissions and renewals. |
| 2.2 | Ensure the quality of purchased and unpurchased memorial stock and ensure memorials are kept clean and tidy and presentable at all times |
| 2.3 | Work with families and loved ones supporting their choices in memorialisation from initial concept through to installation and beyond |
| 2.4 | To supervise all memorial installations across the City, ensuring compliance with all relevant safe working practices and risk assessments, and oversee the delivery of services in a timely yet caring and compassionate manner |
| 2.5 | Explore memorialisation opportunities and potential income streams to offer a wide and varied range of options to families seeking memorial opportunities for loved ones. |
| 2.5 | To review all lease information and administer lease renewals or reallocation where necessary. |
| 2.7 | To hold or obtain ICCM or FBCA Cremation qualification and provide staffing resilience in the crematorium during periods of service demand. |
| 2.8 | To hold, or be able to train and qualify in a City & Guild Dumper and digger certificate to assist in cemetery operations and burial coordination as and when required |
| 2.9 | To provide excellence in customer care and service to friends and families considering memorial options offering an understanding and supporting approach |
| 2.10 | Undertake regular inspections of all memorialisation stock and arrange maintenance, cleansing and removal of unauthorised items, spent floral tributes and other debris as required |
| 2.11 | To inspect new memorials to ensure installation according to application.  Liaise with stone masons where necessary to require remedial works |
| 2.12 | To work with stakeholders and partner agencies and departments to agree suitable locations for memorial items |
| 2.13 | Work with the Bereavement Services Team Leader when required to assist in memorial safety testing of existing memorials |
| 2.14 | To deputise for the Bereavement Services Team Leader when necessary |
| 2.15 | Respond to customer enquiries, requests and complaints and provide written responses when required. |
| 2.16 | Completion of all necessary reports within agreed deadlines and in accordance with reporting procedures |
| 2.17 | Any other duties commensurate to the grading of the post |
| 2.18 | The post holder must carry out their duties with full regard to the Council’s Equal Opportunities Policy, Code of Conduct and all other Council Policies. |
| 2.19 | The post holder must comply with the Council’s Health and safety rules and regulations and with Health and safety legislation. |
| 2.20 | The post holder must act in compliance with data protection principles in respecting the privacy of personal information held by the Council. |
| 2.21 | The post holder must comply with the principles of the Freedom of Information Act 2000 in relation to the management of Council records and information. |
| 2.22 | 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 |

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