

Job Description

Post Title: Bereavement Assistant (CC775)
Evaluation: 443 Points Grade: N5
Responsible to: Bereavement Support Supervisor
Responsible for: N/A
Job Purpose: To provide an efficient support service to the Bereavement Section

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. Take bookings for events and ensure that they are carried out in line with statutory and legal requirements and within the expressed wishes of the customer.
2. 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.
3. Ensure that records providing statistics, information, plans and other documents are accurately and confidentially maintained to provide all required data. Assist in the preparation of correspondence, reports and financial information as may be required
4. Deal with enquiries and service requests from customers in an efficient and sensitive manner, either on the telephone, face to face, or via e mail
5. Provide advice and guidance to the bereaved and other stakeholders on statutory and policy requirements
6. Ensure accuracy of medical and other documentation prior to cremation and liaise with Medical Referees, to ensure that all statutory requirements have been met, prior to issuing Authority To Cremate.
7. Prepare invoices and financial statements and be responsible for the receipt, security and banking of cash in accordance with financial procedures.
8. To promote and implement the Council's Equality Policy in all aspects of employment and service delivery.