



DIRECTORATE: Operations and Regulatory Services

DIVISION: Facility Services and Civic Management

POST TITLE: Bereavement Support Supervisor A4720

GRADE: N7 515 points

RESPONSIBLE TO: Bereavement Services Manager

RESPONSIBLE FOR: Bereavement Services Assistants

JOB PURPOSE: To provide and supervise an efficient support service within the Bereavement Services 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 Coach, mentor and supervise support staff as allocated.
- 2 Take bookings for funerals and ensure that they are carried out in line with statutory and legal requirements and within the expressed wishes of the customer
- 3 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.
- 4 Ensure that records providing statistics, information, plans and other documents are accurately and confidentially maintained to provide all required data.
- 5 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
- 6 Provide advice and guidance to the bereaved and other stakeholders on statutory and Policy requirements
- 7 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.
- 8 Prepare invoices and financial statements and be responsible for the receipt, security and banking of cash in accordance with financial procedures.
9. Research, design and implement customer service improvement, and service and business development initiatives across the section
- 10 Support or undertake specific projects, analytical and statistical work, and assist in the preparation of reports as required

- 11 Support the section with regards to the ongoing organisation, control, monitoring and development of quality systems which underpin day to day activities, industry best practice and external accreditations as appropriate
- 12 Promote and implement the Council's equal opportunities policies in all aspects of employment and service delivery.