

Bereavement Assistant

Reports to: [Bereavement Service Manager](#)

Evaluation: [443 points](#)

Direct reports: [Bereavement Service Supervisor](#)

Grade: [N5](#)

Reference: [CC775](#)

Purpose

To provide an efficient administrative support service within the Bereavement Services Section.

Main Duties

These are some of the typical duties you will be expected to perform. This is not exhaustive, and you may need to complete similar tasks as required.

1. Provide effective administrative and clerical support to operational managers and professional and technical officers.
2. Take bookings for cremations and burials and ensure that all services are carried out in line with statutory and legal requirements and within the expressed wishes of the bereaved or their representatives.
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. Assist in the preparation of correspondence, reports and financial information as may be required.
5. Deal with enquiries and service requests from the bereaved in an efficient and sensitive manner, either on the telephone, face to face, or via email.

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. To promote and implement the Council's Equality Policy in all aspects of employment and service delivery.
10. To promote and implement our *Diversity, Equality, Equity, and Accessibility* policy in all aspects of your employment.
11. To help maintain a healthy, safe, and secure environment and to adhere to our policies and procedure.