



**SWINDON**  
BOROUGH COUNCIL

## Role Profile

<b>Job Title:</b> Bereavement Support Administrator / Chapel Attendant - L3 Business Admin Apprentice	<b>Role Profile Number:</b> N/A
<b>Grade:</b> Apprentice	<b>Date Prepared:</b> July 2023
<b>Directorate/Group:</b> Operations and Enabling Services	<b>Reporting to:</b> Bereavement Services Manager
<b>Structure Chart attached:</b>	No

### Job Purpose

- To assist with the effective running of the Crematorium
- Be responsible for monitoring the chapel to ensure smooth running of services
- To provide administration support to the Bereavement Services Team and assist with tasks of the busy crematorium office
- The role includes dealing with members of the public, funeral directors and ministers/celebrants, and maintaining records

### Key Accountabilities

- Provide administration support for cremation and burial paperwork, ensuring accurate data input, merging of documents and retaining copies in accordance with Cremation and Burial requirements.
- Liaise with staff, celebrants, funeral directors, ministers and public to ensure all cremation services are correctly received in the Chapel.
- Monitoring the chapel services and assisting funeral directors/ministers/celebrants when required.
- Prepare Chapel, Waiting Room and Flower Terrace including the general cleaning between services ensuring a high standard of cleanliness is maintained.
- Team work - Working closely with the team to monitor Chapel Services, ensuring the correct paperwork, order of service, music list and materials is available. Responsible for ensuring the service runs smoothly for the bereaved and the funeral directors/minister/celebrant have what they need to carry out their role in accordance with the Cremation Code of Practice.
- Responsible for the administration of cremation and burial records. Ensuring that all required paperwork is correct and available for all funeral cremations and burials.

- Dealing sensitively with members of the public in person, over the phone and during chapel services.
- In accordance with the Cremation Code of Practice ensure agreed guidelines and statutory requirements are adhered to, ensuring an effective and efficient service provision to the public at all times. Also ensure that any necessary documents are collected and duly completed.
- Strict maintenance of cremation and burial records in accordance with the Cremation Code of Practice and Burial Regulations.
- Liaison with Funeral Directors and Stonemasons, ensuring that any necessary documents are collected and duly completed in accordance with regulatory requirements.
- To deliver and/or assist with projects or work streams in relation to the moderising of the service.
- Proactive participant in team meetings sharing best practice
- Adhere to health and Safety responsibilities relating to your position
- Any other duties as requested by the Bereavement Services Manager

### **Supplementary Accountabilities**

- To ensure the collection, identification, processing, storage and final disposal of cremated remains either by scattering or by burial.
- To maintain knowledge on good practice of burials and cremations, as well as review new ideas and trends. Be creative and open minded about new ideas.

### **Training**

- Working Safely
- Manual Handling
- Fire and emergency evacuation procedures
- Cremator Technician (if required)
- Control of Substances Hazardous to Health (COSHH) (If required)
- Use of Personal Protective Equipment (PPE) (If required)

### **Knowledge & Experience**

- 3 GCSE's grade C or above to include English Language, Math's and Science or relevant experience.
- A high degree of care and understanding is a major requirement of the post including good communication skills. (Essential)
- Experience of computerised and manual record keeping systems. (Essential)
- To be IT literate – to be able to use ICT packages, and input data on to departmental recording systems. (Essential)
- Full Driving Licence. (Preferred)
- Good communication (verbal and written) and organisational skills. (own work & others) (Essential)

- Able to work on own initiative or as part of a team. (Essential)
- Flexible attitude, self-motivated. (Essential)
- Tactful, diplomatic, able to deal with the public. (Essential)
- Ability and willingness to work flexibly in the evenings and weekends, when required.
- Able to be diplomatic and deal sympathetically, empathise and handle conflict or cope with distressed members of the public. (Essential)
- The ability to comprehend and follow instructions and procedures.

### **Working Environment**

- Management of large numbers of people
- Job holders must be physically able to manual charge large coffins and lift heavy weights.
- Smart clothing required
- Some outside working might be required.

### **Potential Risks**

- Contamination causing - skin and bodily damage from contact with concentrates. Respiratory damage by inhalation of fumes, dusts and mists to operators.
- Dermatitis, skin and eye burns.
- Back pain, lifting of heavy objects.
- Dust from powder in abatement system and from cleansing operations.

### **Decision Making**

- Day to day decisions relating to the administration of the Service.
- Proven experience of managing competing priorities to achieve work targets.
- Implementation of agreed Policies, Procedures, Regulations and Action Plans.
- Can make effective decisions quickly and will act on own initiative in order to resolve problems.
- Has proven results obtained through team work and individual effort.

### **Contacts and Relationships**

- Members of the public on a daily basis
- Business Partners including funeral directors, register office, stonemasons and contractors
- Swindon Borough Council departments, for example Facilities Management
- External suppliers

<b>Employee Signature:</b>	<b>Print Name:</b>
<b>Date:</b>	
<b>Line Managers Signature:</b>	<b>Print Name:</b>
<b>Date:</b>	