



SWINDON
BOROUGH COUNCIL

Role Profile

Job Title: Bereavement Support Administrator and Chapel Attendant	Role Profile Number: SBC_11934
Grade: Level 4	Date Prepared: August 2023
Directorate/Group: Operations and Enabling Services	Reporting to: Bereavement Services Manager
Structure Chart attached:	No

Job Purpose

To be responsible for the effective running of the Crematorium chapel, ensuring that regulations and codes of practice are followed. Working with celebrants, the public, ministers and funeral directors to ensure services run on time and in accordance with family wishes.

To provide administration support to the Bereavement Services Team and assist with tasks of the busy crematorium office, including the accurate maintenance of records.

A high degree of care and understanding is a major requirement of the post including good communication skills.

Key Accountabilities

- Liaise with staff, celebrants, funeral directors, ministers and public to ensure all cremation services are correctly received in the Chapel in accordance with the Cremation Code of Practice.
- 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.
- Provide administration support for cremation and burial paperwork, ensuring accurate data input, merging of documents and retaining copies in accordance with Cremation Code of Practice and Burial Regulations.
- 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.
- 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.
- Removal of flowers and general tidying of the Gardens of Remembrance.

Knowledge & Experience

- Good communication skills, tactful, diplomatic and able to deal sympathetically with distressed members of the public (Essential).
- Experience of computerised and manual record keeping systems (Essential).
- To be IT literate and input data on to departmental recording systems (Essential).
- Full Driving Licence (Preferred).
- Organisational skills (Essential).
- Able to work on own initiative or as part of a team (Essential).
- Flexible attitude, self-motivated (Essential).
- The ability to comprehend and follow instructions and procedures.
- Ability and willingness to work flexibly in the evenings and weekends, when required.

Qualifications

- 3 GCSE's grade C or above to include English Language, Maths or relevant experience.

Decision Making

- Can make effective decisions quickly and will act on own initiative in order to resolve problems in the moment.
- Day to day decisions relating to the administration of the Service.
- Proven experience of managing competing priorities to achieve work targets.

Training

- Working Safely
- Manual Handling

- Fire and emergency evacuation 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.

Creativity and Innovation

- Ability to review processes and procedures to identify efficiencies.
- Be creative and open minded about new ideas.

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <ul style="list-style-type: none"> • None <p>Typical tasks supervised/allocated to others</p>	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p>	<p>No</p>
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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

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name:
Date:	