

TENDRING DISTRICT COUNCIL

JOB DESCRIPTION

Job Title: Bereavement Services Officer **Post No:** 10001402

Department: Operations and Delivery – Building and Public Realm **Grade:** 4 - 6

Reports to: Bereavement Services Manager

1. Main Purpose of the Role

To assist the Bereavement Service Manager with the direct day to day management, operation and administration of all aspects of the Bereavement service.

2. Principal Activities

- a) To assist with the programming and operational management of the Bereavement service, in accordance with Council policies adopting a customer focused approach.
- b) To assist in the setting of annual objectives including preparation of budgetary estimates for service areas concerned.
- c) To assist in the setting and monitoring of performance targets and standards and manage resources to achieve agreed standards/targets.
- d) To provide regular management control and information reports as required.
- e) Compliance with the Council's Standing Orders and Financial Regulations
- f) To ensure compliance with all relevant statutory legislation, including health and safety / risk management.
- g) To assist in partnership working with all stakeholders, colleagues in the wider department and Council to provide a comprehensive Bereavement Service.
- h) Protect the Council's physical resources (e.g. buildings, plant and equipment) by ensuring that adequate repair and maintenance is undertaken.
- i) Maintain accurate, up to date records of all aspects of service areas.
- j) Ensure the Bereavement Service Manager is updated of all developments affecting the team and service provided.
- k) Ensure all records of cremations and burials are maintained for the service.
- l) To monitor the performance of contractors and liaise with contractors' staff
- m) To attend interments or strewing within burial sites
- n) Deputise for the Bereavement Service Manager.
- o) Provide technical support for the team and to operate the cremators when necessary.
- p) To attend chapel and to provide cover for Bereavement Services Assistant as required.
- q) To undertake other duties as may from time to time be assigned commensurate of the post.

3. Corporate Responsibilities

- You must work to any standards imposed by the Council in maintaining and improving its status under Investors in People (IiP).
- Must achieve good performance on relevant performance indicators both local and statutory and ensure that all employees understand the aims and objectives of the service, and are able to maximise potential and achievement. And must ensure that employees can relate their work to the Council's overall corporate strategy and priorities.
- You are required to promote, apply and adhere to the Council's HR and ICT policies, procedures and schemes, including Age, Alcohol, Drugs and Substance Abuse, Equality and Diversity, Flexible Working Hours, Discipline, Grievance, Harassment, Health, Safety & Welfare; Lone Working, Appraisal, No Smoking, Sickness & Ill Health, Stress, Race Awareness, Violence at Work and Working Time Regulations. E-Mail, Internet, Intranet, IT Monitoring, ICT Security, Records Management and Retention as well as financial and contract regulations, delegated powers, the Data Protection Act and the Freedom of Information Act.
- Must maintain high quality corporate and service standards and best practice as required.
- The postholder will communicate with customers, Council Members, Officers of other departments and outside organisations. The work may involve changing rapidly from one task to another during the working day.
- The postholder will be expected to work under their own initiative and will be expected to supervise staff. The postholder will be expected to regularly appraise and train any staff under their supervision according to the Council's policy.
- The postholder will be expected to maximise staff potential by implementing and reviewing personal development plans based on assessment of the needs of the service, the ability and potential of employees, relevant corporate policies and future developments.
- The postholder should seek the advice of the Bereavement Service Manager on difficult or contentious decisions.

4. Special Conditions

- You will be required to attend evening meetings, work all reasonable hours to ensure deadlines are met and attend out-of-hours emergencies from time to time.
- You must keep up to date with and implement any changes insofar as they apply to your role be they new or amended legal requirements, internal and external policies or any Council or delegated decisions.

This job description is a guide to the duties the postholder will be expected to undertake. It is not required to be exhaustive or exclusive and will be changed as working requirements dictate.

TENDRING DISTRICT COUNCIL

PERSON SPECIFICATION

Job Title: Bereavement Services Officer

Post No: 10001402

It will help the assessment of your application if you ensure it addresses each of the requirements set out in this document.

PROFESSIONAL & TECHNICAL DEVELOPMENT

1. Membership of an appropriate professional body such as the Institute of Burial and Cremation Administration.
2. A Level 2 Leadership or Management qualification (commensurate knowledge gained through experience and personal development will be considered).
3. Experience of undertaking similar functions and duties to those in the job description.
4. Having a consistent record of building success through effective and productive working relationships.
5. Effective budget management skills.
6. Demonstrable literacy and numeracy skills.
7. Proficient in MS-Word, Excel and Outlook
(a Level 2 IT qualification would be an ideal way to demonstrate this).
8. Eligible to work in the UK.
9. Full manual driving licence an advantage.

COMPETENCY REQUIREMENTS

The following competencies will be used in making the initial selection decision:

1.1 Deciding and Initiating Action

- a. Makes prompt, clear decisions which may involve tough choices or considered risks.
- b. Takes responsibility for actions, projects and people.
- c. Takes initiative, acts with confidence & works under own direction.
- d. Initiates and generates activity

1.2 Leading and Supervising

- a. Provides others with a clear direction.
- b. Sets appropriate standards of behaviour.
- c. Delegates work appropriately and fairly.
- d. Motivates and empowers others.
- e. Provides staff with development opportunities and coaching.
- f. Recruits staff of a high calibre.

2.1 Working with People

- a. Demonstrates an interest in and understanding of others
- b. Adapts to the team and builds team spirit
- c. Recognises and rewards the contribution of others
- d. Listens, consults others and communicates proactively
- e. Supports and cares for others

- f. Develops and openly communicates self-insight such as an awareness of own strengths and weaknesses

4.2 Applying Expertise and Technology

- a. Applies specialist and detailed technical expertise.
- b. Develops job knowledge and expertise (theoretical and practical) through continual professional development.
- c. Shares expertise and knowledge with others.
- d. Uses technology to achieve work objectives.
- e. Demonstrates appropriate physical co-ordination and endurance, manual skill, spatial awareness and dexterity.
- f. Demonstrates an understanding of different organisational departments and functions.

6.2 Delivering Results and Meeting Customer Expectations

- a. Focuses on customer needs and satisfaction.
- b. Sets high standards for quality and quantity.
- c. Monitors and maintains quality and productivity.
- d. Works in a systematic, methodical and orderly way.
- e. Consistently achieves project goals.

6.3 Following Instructions and Procedures

- a. Appropriately follows instructions from others without unnecessarily challenging authority.
- b. Follows procedures and policies.
- c. Keeps to schedules.
- d. Arrives punctually for work and meetings.
- e. Demonstrates commitment to the organisation.
- f. Complies with legal obligations and safety requirements of the role.

Applicants should note:

- *That the above competencies are part of the Council's Universal Competencies Framework and there will be other competencies relevant to this role that will be used in the on-going appraisal of the person appointed.*
- *The successful postholder will be expected to undertake the personal development necessary to meet fully the requirements of the Role Description and Person Specification e.g. gaining a qualification to validate knowledge obtained through experience.*
- *Applicants should also take note of the requirements of the Career Grade for this post. The Career Grade details additional requirements that will be used to determine the pay rate on appointment and in the management of performance and pay progression after appointment.*

Service	Public Realm	Applies to Post No(s)	
Post Title	Bereavement Services Officer	Grades	4 to 6
Level 1 – Initial appointment and induction – Pay Grade 4 SCP 18 All induction requirements must be satisfactorily completed			

Level 2 – Criteria to be met before progression to Pay Grade 5 SCP 22			
Competency	Criteria Ref:	Heading	Behaviours
	1	1.1 Deciding and Initiating Action	<ul style="list-style-type: none"> a. Makes prompt, clear decisions which may involve tough choices or considered risks. b. Takes responsibility for actions, projects and people. c. Takes initiative, acts with confidence & works under own direction. d. Initiates and generates activity <p>Generally a good performance against criteria a) – d) with a maximum of two areas in need of development</p>
	2	1.2 Leading and Supervising	<ul style="list-style-type: none"> a. Provides others with a clear direction. b. Sets appropriate standards of behaviour. c. Delegates work appropriately and fairly. d. Motivates and empowers others. e. Provides staff with development opportunities and coaching. f. Recruits staff of a high calibre. <p>Generally a good performance against criteria a) – e) with a maximum of two areas in need of development</p>
	3	2.1 Working with People	<ul style="list-style-type: none"> a. Demonstrates an interest in and understanding of others b. Adapts to the team and builds team spirit c. Recognises and rewards the contribution of others d. Listens, consults others and communicates proactively e. Supports and cares for others

	4	4.2 Applying Expertise and Technology.	<ul style="list-style-type: none"> a. Applies specialist and detailed technical expertise. b. Develops job knowledge and expertise (theoretical and practical) through continual professional development. c. Shares expertise and knowledge with others. d. Uses technology to achieve work objectives. e. Demonstrates appropriate physical co-ordination and endurance, manual skill, spatial awareness and dexterity. f. Demonstrates an understanding of different organisational departments and functions. <p>Generally a good performance against criteria a) – f) with a maximum of two areas in need of development.</p>
	5	6.2 Delivering Results and Meeting Customer Expectations	<ul style="list-style-type: none"> a. Focuses on customer needs and satisfaction. b. Sets high standards for quality and quantity. c. Monitors and maintains quality and productivity. d. Works in a systematic, methodical and orderly way. e. Consistently achieves project goals. <p>Generally a good performance against criteria a) – e) with a maximum of two areas in need of development.</p>
	6	(6.3) Following instructions and procedures.	<ul style="list-style-type: none"> a. Appropriately follows instructions from others without unnecessarily challenging authority b. Follows procedures and policies c. Keeps to schedules d. Arrives punctually for work and meetings e. Demonstrates commitment to the organisation f. Complies with legal obligations and safety requirements of the role <p>A good performance against criteria a) – f) with a maximum of two areas in need of development</p>
Knowledge & Formal Training	7	GCE English Language A to C or equivalent.	Requirement at all grade levels
	8	Experience of Word / Excel etc. (a level 2 IT qualification	<p>Requirement at all grade levels</p> <p>Word, Excel, Outlook, Internet, Intranet</p>

		would be an advantage)	<p>Specific data base systems within this post as listed below:</p> <ul style="list-style-type: none"> Effectively ensuring information on computer systems such as hand held computer terminals and ipads / smart phones designed for Council use is kept up to date and accurate. Competent use and knowledge of Bereavement service software.
	9	Experience of delivering a customer focused service to the general public	A minimum of one year's experience working in a customer focused / bereavement based organisation including dealing with the public either face to face or over the telephone

	10	Management development	<ul style="list-style-type: none"> Qualification and / or course attended Hold an agreed level 2/3 supervisory qualification e.g. NVQ2 Team Leading
	10	Bereavement Qualifications	
Tasks / Skills	Criteria Ref:	Item	Performance
		Strategic knowledge and understanding	<ul style="list-style-type: none"> ○ Demonstrate understanding and knowledge of bereavement Service and how it is organised within the District and via other authorities. ○ Be aware of trends within the parking bereavement sector nationally including understanding of issues locally and nationally where relevant ○ Awareness of Department / Service aims.

	11	Experience of working in delivering a good level of support in a customer focused or bereavement based organisation	<p>Successful experience of working in at least 4 of the areas</p> <ul style="list-style-type: none"> • Chapel • Cremating • Bereavement records • Health and Safety at Work • Crematorium grounds • Cemeteries • Funeral Directors / celebrants / bereaved families •
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There is an on-going need for staff to operate at this higher level.

Level 3 – Criteria to be met before progression to Pay Grade 6 SCP 26 whilst continuing to meet criteria for all previous levels

Competency	Criteria Ref:	Heading	Behaviours
	1	2.1 - Working with People	<p>a. Demonstrates an interest in and understanding of others</p> <p>b. Adapts to the team and builds team spirit</p> <p>c. Recognises and rewards the contribution of others</p> <p>d. Listens, consults others and communicates proactively</p> <p>e. Supports and cares for others</p> <p>f. Develops and openly communicates self-insight such as an awareness of own strengths and weaknesses</p> <p>A strong performance against criteria a) – f) with potentially one area in need of further development</p>
	2	3.1 Relating and Networking	<p>a. Establishes good relationships with customers and staff</p> <p>b. Builds wide and effective networks of contacts inside and outside the organisation</p> <p>c. Relates well to people at all levels</p> <p>d. Manages conflict</p> <p>e. Uses humour appropriately to enhance relationships with others</p> <p>A strong performance against criteria a) – e) with potentially one area in need of further</p>

			development
	3	4.2 Applying Expertise and Technology	<p>a. Applies specialist and detailed technical expertise.</p> <p>b. Develops job knowledge and expertise (theoretical and practical) through continual professional development.</p> <p>c. Shares expertise and knowledge with others.</p> <p>d. Uses technology to achieve work objectives.</p> <p>e. Demonstrates appropriate physical co-ordination and endurance, manual skill, spatial awareness and dexterity.</p> <p>f. Demonstrates an understanding of different organisational departments and functions.</p> <p>A strong performance against criteria a) – e) with potentially one area in need of further development.</p>
	4	(6.2) Delivering Results and Meeting Customer Expectations.	<p>a. Focuses on customer needs and satisfaction;</p> <p>b. Sets high standards for quality and quantity;</p> <p>c. Monitors and maintains quality and productivity;</p> <p>d. Works in a systematic, methodical and orderly way;</p> <p>e. Consistently achieves project goals.</p> <p>Generally a good performance against criteria a) – e) with a maximum of one area in need of development</p> <p>A</p>
	5	(6.3) Following instructions and procedures.	<p>a. Appropriately follows instructions from others without unnecessarily challenging authority</p> <p>b. Follows procedures and policies</p> <p>c. Keeps to schedules</p> <p>d. Arrives punctually for work and meetings</p> <p>e. Demonstrates commitment to the organisation</p> <p>f. Complies with legal obligations and safety requirements of the role</p> <p>A strong performance against criteria a) – f) with a maximum of one area in need of</p>

			development
	6		
Knowledge & Formal Training	7	Team Work	<ul style="list-style-type: none"> • Deputise for Bereavement Service Manager in his / her absence and running team meetings and reporting issues to Head of Public Realm • Acts as a positive role model for staff
	8	Experience of Word / Excel etc (a level 2 IT qualification would be an advantage)	<p>Requirement at all grade levels</p> <p>Word, Excel, Outlook, Internet, Intranet</p> <p>Specific data base systems within this post as listed below:</p> <ul style="list-style-type: none"> • Effectively ensuring information on computer systems such as hand held computer terminals and I pads / smart phones designed for Council use is kept up to date and accurate
	9	Experience of delivering a customer focused service to the general public	A minimum of two years' experience working in a customer focused / bereavement based organisation including dealing with the public either face to face or over the telephone.
		Management development	<ul style="list-style-type: none"> • Act as the senior officer when necessary, supporting the training and development of staff under the direction of the Bereavement Service Manager. • Record of initiating service efficiencies and improvements • Record of project work for the benefit of the service •
	10	Undertaken further training in Bereavement Service or a leadership / supervision course.	A Level 3 or higher qualification in Customer Service or Business Administration / Risk Management / Health and Safety or team leading. Equivalent qualifications in related area.
Tasks / Skills	Criteria Ref:	Item	Performance

		Management development	<ul style="list-style-type: none"> • Ability to initiate service improvements and efficiencies and to see idea to completion. • Undertaken project work for improvement of Bereavement Service
		Experience of working in delivering a good level of support in a customer focused or bereavement based organisation	Successful experience of working in at least 6 of the areas <ul style="list-style-type: none"> • Chapel • Cremating • Bereavement records • Health and Safety at Work • Crematorium grounds • Cemeteries • Funeral Directors / celebrants / bereaved families •
	11	Strategic knowledge and understanding	<ul style="list-style-type: none"> ○ Demonstrate understanding and knowledge of bereavement Service and how it is organised within the District and via other authorities. ○ Be aware of trends within the parking bereavement sector nationally including understanding of issues locally and nationally where relevant ○ Awareness of Department / Service aims. ○ Understand strategic aims of the Council and how it related to bereavement Service
There is an on-going need for staff to operate at this higher level and that all previous requirements continue to be met.			

It is important that the contents of this Career Grade Scheme remains relevant to the current and future needs of the Council. They are therefore subject to annual management review and amendment.

Approved	Head of Dept Sign		Date	
	Workforce Dev Mgr Sign		Date	

For the use of the Human Resource Department only

	Signed	Date
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Existing employees		
<input type="checkbox"/> Letter sent to employee		
<input type="checkbox"/> Copy for Exchequer		
<input type="checkbox"/> Copy for employees personnel record		
Recruitment		
<input type="checkbox"/> PDF version attached to recruitment site on internet		
<input type="checkbox"/> PDF version attached to Workforce		
<input type="checkbox"/> Copy for interview panel		