

Job Description

Job Title	Cemeteries and Crematoria Officer
Directorate	Neighbourhoods and Housing
Service Area	Bereavement Services
Grade	5
Competency Level	2
Salary	£30,060 - £34,314
Job Type	Office Based
Location	Allerton Cemetery Lodge
Disclosure and barring service (DBS)	Not Applicable
Job Evaluation Ref No	C3957

Job Purpose

To assist in the registration of burials, cremations, and memorialisation, including general administration and to ensure the provision of an effective bereavement service in accordance with statutory legislation and codes of practice.

Directly Responsible For:

Not applicable



Directly Responsible To:

Administration Manager and Registrar

Main Areas of Responsibility:

- To keep abreast of, be conversant and ensure compliance with, all relevant legislation, rules and regulations relating to the disposal of the dead and to advise, assist and counsel the service users in respect of all aspects of the service provided by the City Council, in a sensitive manner at all times in order to portray a professional image
- To receive, check and process relevant information / documentation and resolve discrepancies in respect of arrangements for burials, memorials, exhumations, cremations and memorialisation sales
- To maintain the statutory registers of burials and cremations and associated management systems by use of computerised management and a registration system, including the production of cremation certificates and grave deeds
- To arrange burials and generate / issue instructions to the relevant contractor, in respect of new and reopened graves, in accordance with statutory legislation, by way of thorough checking of documentation
- To personally deal with and resolve enquiries relating to the service area and generate own correspondence where necessary, including liaison with funeral directors for the collection of cremated remains
- To calculate, receive and record fees and issue receipts / invoices for payments in respect of the service
- To receive and hand out cremated remains after carrying out stringent checks with instructions contained within statutory applications

Supervision and Management Responsibility:

- No supervisory or line manager responsibility

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- The old ledgers and books can be quite heavy and must be handled with care
- There may be prolonged periods of sitting and standing when researching or checking burial or cremation applications for example

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement

- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at competency level 2.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Formal qualification in related disciplines or education to NVQ level (or similar) or equivalent related experience (A/I)

Desirable

- Knowledge or understanding of Burial Law, ICCM Code of Safe Working Practice, health and safety legislation

Experience

Essential

- Experience of working within a cemetery or crematoria environment (A/I)
- Experience in the receiving, checking and processing of documentation (A/I)
- Experience of dealing with and resolving customer enquires both by telephone and face to face (A/I)

Desirable

- Experience of cemetery layout and cemetery section maps
- Experience in the maintenance of statutory registers
- Experience in an administrative environment



- Experience of inputting data into predesigned computerised systems, including Word and Excel

Skills/Abilities

Essential

- Ability to resolve complaints / discrepancies in a caring and effective manner (A/I)

Desirable

- Ability to interpret grave digging instructions
- Verbal and written communication skills
- Computer literate

Commitment

Essential

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council (I)

Desirable

- A strong team player able to work flexibly to meet the needs of the service

Other

Essential

- Must be able to work in a pressurised and sensitive work environment (A/I)
- Be meticulous due to the nature of the service (A/I)

Desirable

- A flexible working approach