

Job Description

Job Title	Bereavement Services Apprentice
Directorate	Neighbourhoods and Housing
Service Area	Bereavement Services
Grade	AP2
Competency Level	1
Salary	£24,547
Job Type	Office Based
Location	Allerton Cemetery Lodge
Apprenticeship	Business Administrator Level 3 - Business administrator / Skills England

About the Role

The Apprentice Cemeteries and Crematoria Assistant will support Liverpool City Council's Bereavement Services team in delivering a professional, compassionate and efficient service to residents, families and funeral professionals. Working within the administration and customer service function, you will gain valuable experience while completing a recognised Business Administration Apprenticeship.

This is a unique opportunity to develop practical skills within a specialist service that supports people during significant and sensitive life events. You will work with experienced colleagues across a range of bereavement service areas, learning about cemeteries, crematoria and related support services while developing transferable administration and customer service skills.

What You'll Be Doing

You will:

- Welcome and assist customers visiting Bereavement Services offices.
- Handle telephone enquiries and direct calls to the appropriate team members.
- Support the management of team mailboxes and administration processes.
- Assist with incoming and outgoing mail, filing, printing and document preparation.
- Help process forms and documents relating to burials, cremations and memorial services.
- Carry out grave and memorial location searches and help provide information to customers and families.
- Support the preparation of documentation relating to deeds, transfers and memorial applications.
- Assist with data entry, record management and project administration activities.
- Learn how to use specialist systems and databases used within Bereavement Services.
- Support colleagues with maintaining accurate records and ensuring information is up to date.
- Work with teams across Bereavement Services to gain a broader understanding of the service and its functions.

What You'll Learn

During your apprenticeship you'll develop knowledge and skills in:

- Business administration and office procedures.
- Customer service and communication skills.
- Records management and document control.
- Working with confidential and sensitive information.
- Data entry, reporting and information management.

- Professional telephone and reception skills.
- Using specialist databases and business systems.
- Supporting projects and service improvement activities.
- Working effectively within a public service environment.
- Understanding the role of cemeteries, crematoria and bereavement services.

Is This Role Right for You?

We're looking for someone who:

- Has good communication and interpersonal skills.
- Enjoys helping people and providing excellent customer service.
- Is organised and able to manage information accurately.
- Has good attention to detail.
- Is comfortable using computers and learning new systems.
- Can work effectively as part of a team.
- Is reliable, professional and willing to learn.
- Has an interest in developing business administration skills.
- Can work sensitively and respectfully when dealing with bereaved families and members of the public.
- Is motivated to complete an apprenticeship and develop new skills and knowledge.