TENDRING DISTRICT COUNCIL

JOB DESCRIPTION

Job Title: Bereavement Technical Officer Post No: PE6090

Service: Public Experience

Reports to: Bereavement Services Manager Grade: 2 - 4

1. JOB PURPOSE
To operate as part of a customer-focused team within the Bereavement Service dealing with telephone and face to face enquiries from the public, funeral directors and others at Weeley Crematorium.

2. JOB ACTIVITIES
♦ Process applications from funeral directors for cremations and burials;
♦ Maintain accurate statutory Crematorium and burial records;
♦ Process medical forms from Doctors;
♦ Process enquiries for bereavement memorials and Remembrance Book entries and be responsible for simple memorial procedures;
♦ Deal sympathetically with emotionally distress members of the public;
♦ Provide cover for the Cremator Technician and Chapel Attendants in their absence;
♦ Other duties as required.

3. CORPORATE RESPONSIBILITIES
You must work to any standards imposed by the Council in maintaining and improving its status under Investors in People (iIP)

You are required to 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, Managing and Developing Personal Performance (MDPP), 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.

Must work towards achieving good performance on relevant performance indicators both local and statutory as part of a team.

4. SPECIAL CONDITIONS
It may be necessary for you to work hours in excess of or differing from your normal working hours.

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.
The postholder will communicate with the public, other employees and outside organisations and may be required to change rapidly from one task to another during the working day often under pressure as required.

The postholder should seek the advice of their Line Manager on difficult or contentious issues.

The postholder should take all reasonable steps to create a harmonious working environment using consultation, effective communication and team working techniques.

*This job description is a guide to the duties the post-holder will be expected to undertake. It is neither exhaustive nor exclusive and will be changed as working requirements dictate.*
TENDRING DISTRICT COUNCIL

PERSON SPECIFICATION

Job Title: Bereavement Technical Officer

Post No: PE6090

9.1 PROFESSIONAL & TECHNICAL DEVELOPMENT

- Good GCSE passes or equivalent in English and Mathematics.
- NVQ Level 2 or equivalent in customer service
- Ability to use IT systems including the Microsoft Office Suite – Word, Excel etc

COMPETENCY REQUIREMENTS

The following competencies will be used in making the initial selections decision.

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

3.1 Relating and Networking

a. Establishes good relationships with customers and staff
b. Builds wide and effective networks of contacts inside and outside the organisation
c. Relates well to people at all levels
d. Manages conflict
e. Uses humour appropriately to enhance relationships with others

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

7.2 Coping with Pressures and Setbacks
a. Works productively in a high pressure environment
b. Keeps emotions under control during difficult situations
c. Balances the demands of a work life and a personal life
d. Maintains a positive outlook at work
e. Handles criticism well and learns from it