



### **Bereavement Team Leaders**

**Starting salary £37,431pa with potential progression to £40,432pa on achieving designated skills and experience**

**37 hours per week**

**Closing date: 8<sup>th</sup> February at 23:55**

Following the near completion of our new Crematorium based in Hatfield we are looking for a new team to help us shape and develop our new-look bereavement service, making sure it reflects the needs of all our local communities.

Your ability to offer the very highest standards of customer service will be of utmost importance, ensuring people can rely on you at the most difficult of times. We are looking for people who take pride in presenting themselves in a professional manner, and who can be sympathetic to the needs of our increasingly diverse communities.

We have two Team Leader roles available. Successful candidates will work closely together to provide the day-to-day provision of an efficient and responsive burial and cremation service within the borough. The successful applicants will assist with the management of the cemeteries, crematorium, and staff in order to deliver a compassionate service to the bereaved. The roles will be based at the new Oakhill Lawn Cemetery and Crematorium.

The ideal candidates will have experience in the operation of crematoria and possess excellent customer care skills. You will be expected to have knowledge and experience in the practical application of burial & cremation law.

Working flexibly, 5 days per week which will include regular weekends when required.

### **Bereavement Officers**

**Starting salary £30,105pa with potential progression to £33,043pa on achieving designated skills and experience**

**37 hours per week**

**Closing Date: 12<sup>th</sup> February at 23:55**

We have four new officer roles available. Successful candidates will work closely as a team to deliver this service. No two days will be the same and you will be expected to work across all areas of the Bereavement service, including:

Chapel Duties- Welcoming families and Funeral Directors and ensuring services run smoothly.

Cremation – You will be fully trained and work towards an accredited FBCA qualification. Involved in the end-to-end cremation process and ashes management. You will need to be able bodied as there will be manual handling involved in this process.

Administration of the service – taking service bookings for burials and cremations, checking appropriate paperwork and ensuring all is uploaded onto systems ensuring accuracy.

Working flexibly, 5 days per week which will include regular weekends when required.

## How to apply

Please apply online via the link below. Please read the Role Profile fully before applying for this vacancy. It is essential you refer to the Role Profile when completing your application, particularly the application questions section.

You must demonstrate how you meet the criteria set out in the Role Profile and give examples to support your statements. If you do not demonstrate how you meet the criteria for the role your application will be unsuccessful.

[Welwyn Hatfield Borough Council \(jgp.co.uk\)](http://jgp.co.uk)

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