



**Job Title: Cemeteries Officer**

**Contract Type: Fulltime**

**Salary: £29,562 - £41,554 (Depending on Skills and Experience)**

**Location : Civic Centre Twickenham**

### **Objective of role**

Are you a compassionate individual with the ability to deal with the bereaved in a sensitive and professional manner?

Are you able to ensure laws and processes are adhered to in order to give the deceased a dignified and legal send-off?

Are you organised with diary management expertise?

If yes, we would like to hear from you.

### **About the role**

The role offers an exciting opportunity to contribute to the development, promotion, and delivery of the service.

Reporting to the Registration and Cemeteries Service Manager, you will work as part of a small team performing the administrative and customer facing functions of the service. You will be required to book and attend burials and chapel services across the borough's six cemeteries, carrying out your role professionally and sensitively, working closely with funeral directors to ensure a dignified send-off is carried out.

**Funeral Services:** Attending burials and cremated remains internments and scatterings to ensure they comply with Burial Law, Health & Safety Legislation and the Institute of Cemetery and Crematorium Management Code of Safe Working Practice.

**Customer Service:** Provide advice and guidance with compassion to bereaved families and stake holders, managing enquiries via phone, email and in person

**Finance and Record Maintenance:** Takes bookings and payments for funerals, undertaking preliminary checks, obtaining and recording all necessary information and legal documentation required in advance of the funeral.

**Legal Compliance:** Completes and returns disposal certificates in line with statutory requirements and maintains the burial database, ensuring the records are up-to-date and comply with Burial Law.

**Experience:** Previous bereavement/funeral experience would be beneficial but not essential as full training will be given

If you are a team player with natural empathy and excellent communication and administration skills, then we would love to hear from you.

### **Essential Qualifications, Skills and Experience**

- You will have knowledge of burial law and cemeteries regulations, and the confidence to apply them firmly and consistently, within your role.
- A relevant ICCM qualification and knowledge of the BACAS system would be an advantage.
- You must be an effective, empathetic and assertive communicator, with excellent problem-solving skills.
- You must be able to work on your own initiative and respond to a range of issues across the service.
- Good financial management skills, attention to detail, excellent IT and recordkeeping skills are essential attributes.
- The successful candidate will demonstrate a passion for customer service and strong organisational skills.
- You must have a current full UK driving licence and have access to a car.

### **Indicative Recruitment Timeline**

- Closing Date: Friday 14th March 2025
- Shortlisting Date: Tuesday 18th March 2025
- Interview Date: Thursday 27th March 2025
- Test/Presentation: Thursday 27th March 2025

We may close this vacancy early once a sufficient number of applications has been received. Please submit your application as soon as possible to avoid disappointment.

### **Useful Information**

Richmond & Wandsworth Better Service Partnership are committed to making our recruitment practices as inclusive as possible for everyone.

We are committed to promoting equality and diversity and developing a culture that values differences, recognising that employees from a variety of backgrounds bring important and positive contributions to the Councils and can improve the way we deliver services.

**We are proud to be a Disability Confident employer. If you require any reasonable adjustments throughout the recruitment and selection process, please let us know.**

We are also committed to safeguarding and promoting the welfare of children and young people/vulnerable adults and expects all staff and volunteers to share this commitment.

Some posts may be exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to these posts will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).

We offer a wide range of benefits designed to attract, develop, and reward our employees such as 40 days annual leave (including Bank Holidays), flexible working and a generous pension plan.