

BROXTOWE BOROUGH COUNCIL

JOB DESCRIPTION

Directorate:	Executive's Department
Division:	Environment
Post No & Job Title:	Bereavement Assistant Apprentice
Grade:	Grade 2
Responsible to:	Bereavement Officer and Mortuary Support
Responsible for:	No responsibility for employees.
Main purpose of the job	To undertake and successfully complete a Bereavement Assistant apprenticeship within Bramcote Bereavement Services, supporting crematorium and cemetery operations. The post holder will assist in delivering sensitive and high-quality services to bereaved families, gaining experience across operational, mortuary, and administrative functions.

Main Duties and Responsibilities:

Through appropriate training the post holder will gain the knowledge and experience enabling them to contribute to the following key tasks, working as directed by the Bereavement Officer and Mortuary support.

1. During the first year of the apprenticeship you will work towards achieving Level 2 Funeral Team Member Arranger qualification, supported by the Apprenticeship framework, develop a strong understanding of Bereavement Services and actively contribute to service delivery, supported through regular one-to-one reviews, personal development planning, and the apprenticeship framework; engaging in team meetings to build knowledge and support continuous improvement. In the second year, build on this foundation by undertaking a Crematorium Technician Training Scheme (CTTS) BTEC Accredited course gaining the Institute of Cemetery and Crematorium Management (ICCM) Qualification, further developing technical knowledge and professional competence.
2. Deal with enquires and booking at reception via telephone, electronically, from members of the public, clergy, funeral directors, doctors and contractors.
3. Assist with the receiving and checking of cremation documents and music requirements and resolve any anomalies with funeral directors and other persons/departments.
4. Assist with the preparation of the daily instruction for cremations. Extract information and accurately input onto computer system.

5. Assist with the collection of cremated remains by applicants and funeral directors, issue receipts and provide supporting cremation documentation. Monitor temporarily deposited remains and assist families with the scattering of ashes by appointment.
6. Assist with the preparation of printed information for quarterly despatch of Book of Remembrance, digital display and Memorial applications.
7. Assist with the receiving and receipt of payments from members of the public, funeral directors and via post and internet. Assist in processing and reconciliation of invoices where required.
8. Assist with the update of records in statutory registers/computer. Check and prepare general accounts for funeral directors/families.
9. Assist with the following Crematorium services including (not an exhaustive list):-
 - Undertaking cremations (Second Year)
 - Receiving and supervising services
 - Checking coffin identification
 - Liaising with officiants, funeral directors and the public
 - Controlling lights and curtains
 - Tidying-up after each service
 - Chapel duties
10. Undertake pre-booked ash scatterings in the Crematorium grounds, using appropriate PPE at times of adverse weather. This will include the recital of poems.
11. Assist in the process of burial bookings and general administrative support in supporting both the cremation and burial services.
12. Assist with the promotion of the functions of bereavement services, through channels such as social media.
13. Provide a professional, compassionate and sensitive service for users of the Bereavement Services.
14. Carry out any other duties that are within the scope and grading of the post which could also be requested by the line manager or Head of Service.

DESIGNATED CAR USER

A designated car user status has not been attached to this post.

SPECIAL CONDITIONS

Where applicable: Duties may include attendance at evening meetings and/or work outside normal office hours.

RESTRICTIONS

This is not a politically restricted post.

This post is subject to exemption with reference to the Rehabilitation of Offenders Act 1974.

NOTE

The above job description sets out the main responsibilities of Bereavement Assistant Apprentice but should not be regarded as an exhaustive list of the duties that may be required. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the post holder during the Personal Appraisal process.

All employees are expected to maintain a high standard of service delivery and to uphold the Council's policies in accordance with equality and diversity standards, and health and safety standards, and to participate in training activities necessary to their job.

The contract of employment specifies that a flexible working system is in operation which necessitates evening and weekend working, some of which may be at short notice. Saturday will be regarded as a normal working day for this post. The actual hours will be determined by the Bereavement Services Manager. The post will also be required to attend and support at least two of the Crematorium's annual weekend events.