

BROXTOWE BOROUGH COUNCIL

JOB DESCRIPTION

Directorate:	Executive's Department
Division:	Environment
Post No & Job Title:	C56 - Bereavement Assistant and Mortuary Support (Multi Skilled)
Grade:	Grade 7
Responsible to:	Bereavement Officer & Mortuary Support
Responsible for:	No responsibility for employees.
Main purpose of the job	To provide clerical, administration and technical support to the functions of Bramcote Bereavement Services and support on all aspects of 'Your Cremation'. To provide support and assistance to the Senior Crematorium and Mortuary Technician and Cemetery services.

Main Duties and Responsibilities:

1. Deal with enquires and booking at reception via telephone, electronically, from members of the public, clergy, funeral directors, doctors and contractors.
2. Manage all clerical, administrative, and casework responsibilities relating to "Your Cremation" services, including handling initial calls following a death with sensitivity and accuracy; acting as the primary point of contact for bereaved families; providing guidance on funeral procedures, documentation, timelines, and available options; supporting individuals through acute grief and emotional distress; coordinating service details, memorial arrangements, coffin selection, and ashes; and maintaining strict confidentiality and professionalism at all times.
3. Support mortuary operations by undertaking first offices for deceased persons with dignity and respect, adhering to infection control procedures; preparing individuals for transfer and further care; safely transferring deceased persons into coffins using appropriate manual handling techniques and equipment; verifying identity and maintaining accurate chain-of-care documentation; ensuring all care areas meet required hygiene, health and safety, and professional standards; and working sensitively in close proximity to deceased individuals, including those affected by trauma, decomposition, or infectious conditions.
4. Prioritise and manage workloads across multiple active funeral cases simultaneously, working independently with minimal supervision to maintain service continuity; responding sensitively and professionally in emotionally charged or unpredictable situations; contributing to the delivery of consistently high, dignified operational standards across bereavement and funeral services; and supporting colleagues to ensure effective service delivery, particularly during peak operational periods.
5. Receive and check cremation documents and music requirements and resolve any anomalies with funeral directors and other persons/departments.

6. Prepare the daily instruction for cremations. Extract information and accurately input onto computer system.
7. 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.
8. Prepare printed information for quarterly despatch of Book of Remembrance, digital display and Memorial applications.
9. Receive and receipt payments from members of the public, funeral directors and via post and internet. Assist in processing and reconciliation of invoices where required.
10. Assist with the update of records in statutory registers/computer. Check and prepare general accounts for funeral directors/families.
11. Undertake Crematorium services including (not an exhaustive list):-
 - Undertaking cremations
 - Mortuary support
 - 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
12. Undertake pre-booked ash scatterings in the Crematorium grounds, using appropriate PPE at times of adverse weather. This will include the recital of poems.
13. Assist in the process of burial bookings and general administrative support in supporting both the cremation and burial services.
14. Assist with the promotion of the functions of bereavement services, through channels such as social media.
15. Provide a professional, compassionate and sensitive service for users of the Bereavement Services.
16. 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 C56 Bereavement Assistant and Mortuary Support 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.