
GENERAL CEMETERY COMPANY

Kensal Green Cemetery · West London Crematorium
Harrow Road, London, W10 4RA
enquiries@kensalgreencemetery.com · 020 8969 0152

JOB TITLE: Funeral Officer

LOCATION: Kensal Green Cemetery & West London Crematorium, Harrow Road, London, W10 4RA

APPLICATION: Send a recent CV and a covering letter that demonstrates how you meet the Person Specification for the job to: kelly.farrington@kensalgreencemetery.com
Closing Date for applications: Monday 4th November 2019 at 9:00am

REPORTS TO: Operations Manager

LIASON WITH: Members of the public, particularly the bereaved, Funeral Directors, Officials, suppliers and other staff

Job Purpose:

- Attending Services at the Crematorium, ensuring music requests are played, and applicant's wishes are carried out for each Crematorium Service
- Management of Transfers of Exclusive Rights of Burial Systems
- Taking a lead in the office in preparing bills / invoices for funeral directors for funerals
- Delivery of a high quality administrative function to the Cemetery and Crematorium.
- Delivery of high quality, professional service to customers and Funeral Directors, ensuring that funeral arrangements are correctly input to the management system and relayed to relevant staff.
- Ensuring that cremation and burial papers are checked and input correctly and that any resulting queries are swiftly dealt with.
- Ensuring that the Crematorium and Cemetery comply with legislation relating to burial and cremation.
- Ensuring that memorial permits are correctly processed and dealt with
- Ensuring that Funeral Directors and customers are invoiced correctly
- Design and delivery of a robust system for issue and treatment of ashes.

SUMMARY OF MAIN DUTIES

This member of staff will be expected to learn all the duties carried out in the administrative office to be able to cover for other employees' absence. The list below is not exhaustive.

- Preparing for and playing of music requests at cremation services and ensuring that requests are complied with (e.g. display of appropriate religious symbols or removal of them, mode of committal etc.)
- Carrying out the applicants wishes regarding ashes following the General Cemetery Company's procedures including the scattering / interring of ashes with families
- To respond to customers' enquiries, offering advice and information about cremation and burial, explaining the choices available, helping them to have a service that meets their individual needs and complies with legislation
- Managing transfers of exclusive rights of burial according to the ICCM guidance
- Calculating and preparing invoices for funerals and sending them to Funeral Directors

- Greeting funeral corteges, liaising with the Funeral Directors to ensure the funeral takes place in accordance with families' wishes and with regard to Burial /Cremation legislation
- Staffing the reception of the office as necessary, answering telephone enquiries and correspondence
- Working with Medical Referees, Funeral Directors, Officiants and the bereaved to ensure funeral services are carried out within agreed timescales, in a dignified manner to meet the standards of the Charter for the Bereaved
- Undertaking all duties and interactions with employees, partner providers and customers fairly, without unlawful discrimination and with due regard to the General Cemetery Company's Diversity and Equality in Employment and Service Delivery Policies
- To maintain a working environment in which diversity is respected and responded to, and equality of opportunity is promoted
- Carry out any other duties commensurate with the level of the post, as directed by Operations Manager
- Undertaking all relevant and compulsory training
- To drive company vehicles when necessary to be able to respond to customer needs in a timely manner and to travel efficiently across the site

This Job Description is not an exhaustive list but contains the main duties and tasks of the job.

Post holder's name: _____

Signed: _____

Date: _____

Operations Manager's name: _____

Signed: _____

Date: _____

GENERAL CEMETERY COMPANY

Kensal Green Cemetery · West London Crematorium
 Harrow Road, London, W10 4RA
 enquiries@kensalgreencemetery.com · 020 8969 0152

Person Specification

JOB TITLE: Funeral Officer

SALARY: £24,960 - £27,040*

HOURS: Full Time 35hrs per week

* £24,960 on appointment

£26,000 after one year (at April 1st) and satisfactory appraisal

£27,040 after two years (at April 1st) and satisfactory appraisal

Person Specification Criteria	Essential / Desirable	Method of Assessment CV = CV Personal Statement I = Interview T = Test
Experience		
Experience of dealing with a wide range of people in a customer facing role	E	CV/I
Experience of prioritising workloads and taking appropriate action in an emergency situation	E	CV/I
Abilities		
Ability to work with bereaved people and an understanding of their specific needs	E	I/CV
Ability to maintain computerised and manual registration systems	E	I/CV
Excellent ICT skills including creation and maintenance of spreadsheets, MS Word, Data Entry systems etc.	E	I/T
Excellent communication skills	E	I
Ability to ensure the smooth running of cremation and burial ceremonies	E	I
Ability to interpret and follow legal processes to ensure compliance with statutory legislation.	E	I
Ability to solve problems in high pressure situations	E	I
Highly numerate and literate with good written and spoken English	E	I/CV
Able to work quickly and efficiently to deadlines	E	I
Accurate, with a good eye for detail	E	I

Full driving licence	E	I/CV/Covering Letter
Personal Qualities		
Honesty and integrity	E	I
Resilience and resourcefulness	E	I
Friendly, polite, courteous and able to demonstrate sympathy and empathy towards the bereaved	E	I
Commitment to equal opportunities	E	I
Willingness to be a key holder	E	I
Willingness to undergo training	E	I
Willingness to wear a uniform or comply with a dress code and wear a name badge	E	I