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# GENERAL CEMETERY COMPANY

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

## Job description

*Kensal Green Cemetery is a 72 acre site that is still open for burial (although grave space is extremely limited). The site opened in 1833 and is one of London's Magnificent Seven Cemeteries. It houses many elaborate and beautiful memorials. West London Crematorium, built in 1939, is situated within the Cemetery grounds and delivers services to people of all faiths. The Crematorium hosts approximately 1000 cremation services per annum*

**Job title:** Funeral Officer

**Location:** Kensal Green Cemetery and West London Crematorium, Harrow Road, London, W10 4RA

**Reports to:** General Manager & Registrar

**Liaison with:** Members of the public, particularly the bereaved, Funeral Directors and their staff, Medical Referees, Cemetery and Crematorium staff, Contractors and Suppliers.

### Overall objective of job

Delivery of a high-quality administrative function to the Cemetery and Crematorium. Liaising with customers, funeral directors, memorial masons and other functional contacts in a professional manner.

Ensuring that cremation and burial papers are received, checked and input correctly on the management system and that all legislation has been complied with. Ensure that paperwork has been received and that any resulting queries are swiftly dealt with.

Attending funerals in the Cemetery and the Crematorium and ensuring that procedures are correctly followed

Delivery of a robust system of 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.***

- Escorting funeral corteges from the time they arrive at the Cemetery / Crematorium until the time they leave, liaising with Funeral Directors to ensure the funeral takes place in accordance with families' wishes and with regard to burial / cremation legislation.
- Preparing for and playing of music requests at services in the chapel(s) and ensuring that requests are complied with (e.g. display of appropriate religious symbols or removal of them, mode of committal etc).
- Staffing the reception of the office as necessary, answering telephone enquiries and correspondence
- Working closely 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.

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- 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.
- To process memorial permit applications ready for permit to be issued.
- To advise and process transfers of exclusive rights of burials in accordance with the ICCM guidance and the General Cemetery Company's policy.
- Respond as necessary to issues that arise (e.g. late arrival of funerals, large attendance of mourners etc.), working closely with funeral directors, ministers and other crematorium staff, keeping families informed as necessary.
- Carrying out the applicants wishes regarding ashes following the General Cemetery Company's procedures including the scattering / interring of ashes with families.
- 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 the General Manager & Registrar.
- 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.