

Job Description

Job Title Administration Officer

Level 7

Service Bereavement Services

Job Purpose

To provide a high level of administration support to Bereavement & Neighbourhood Services and to and be responsible for the delivery of the Bereavement Administration Service. offer a sensitive and caring approach when dealing with funeral directors and bereaved families.

Date: 1 December 2017



Post Responsibilities:

All staff within South Ayrshire Council are expected to work in a flexible manner and to assist line managers in the discharge of their responsibilities, particularly the following:

- Maintain a Best Value culture.
- Contribute to a positive and inclusive working environment within which regular performance review takes place and undertake further training as appropriate.
- Ensure safe working practices in which the health, safety and welfare of colleagues are not jeopardised.
- Participate in the implementation of effective operational plans to meet the objectives of the service.
- Assist in meeting appropriate operational and other statutory targets.
- To be responsible for the delivery of a high-level administrative function for Bereavement Services and to control the operation of the service in the absence of the Bereavement Services Officer and Neighbourhood Services Manager.
- To be responsible for the Administration Assistants, ensuring effective, efficient and accurate work is produced to a high standard at all times.
- To maintain accurate records for all burials and cremations in accordance with standard practices and statutory requirements and to produce reports, statistical information and analyses as requested.
- To maintain accurate records and produce reports for the Headstone Stability Programme in accordance with standard practices and statutory requirements
- To engage and liaise with organists, clergy and funeral celebrants as required
- To produce accurate daily records/instructions for correct control of workflow
- To provide prompt responses and accurate data input for burial and cremation bookings from funeral directors.
- To provide prompt and courteous attention to all bereaved families seeking advice on memorial leases at Masonhill Crematorium and to process any resulting applications.
- To purchase supplies for Bereavement Services in an efficient, accurate and cost saving manner in accordance with the most updated procurement guidance.
- To maintain accurate processing of cash received , accounts, invoices and purchases.
- To prepare statistical returns.
- To be responsible for the effective management of the bereavement service data base and all other computer systems.
- Carry out duties consistent with the post as may be required by your Line Manager.



Possession of:

- Candidates should have or be working towards SVQ level 3 administration or an HNC or equivalent or have appropriate relevant experience.
- Excellent communication skills, self-motivated individual.
- Proven supervisory experience.

Substantiated ability to:

- Work and understand the importance of confidentiality
- Behave in a manner befitting the specialised nature of the Crematorium
- Work in team and on own initiative
- Progress and prioritise workloads
- Meet the standards required under the Values and Behaviours of South Ayrshire Council.

Demonstrable experience of:

- Working and understanding the importance of confidentiality
- Good working knowledge and experience of computer systems i.e. Microsoft Word and Excel

