LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	Registrar and Services Officer	Graded	Sc5
Reports to (Designation):	Cemeteries and Crematorium Administration Manager	Grade:	PO2
Directorate:	Place	Service Area:	Bereavement Services

Main Purpose of the job:

To be responsible for the administration of the Cemeteries and Crematorium service. Make appropriate arrangements and maintain records in respect of the provision of an efficient burial and cremation service within the Borough in accordance with the relevant statutory and local responsibilities. To liaise closely with Funeral Directors, crematorium staff, cemeteries supervisors and operational staff in respect of selection and excavation of graves exhumations, erection of memorials, memorial fixing and removal lists and cremation services.

Personal Duties

1 .First point of contact for all clients

2. Deputise for the Administration Manager in own area of work.

3. Liaise closely with the bereaved, Funeral Directors, medical professionals, clergy and the general public giving advice and information as required and taking details of all service requests and complaints and ensuring they are dealt with.

4. Ensure all service details in respect of cremations, excavations and selections of graves, or exhumations are passed to the crematorium staff, cemeteries supervisors and operational staff.

5. Make appropriate arrangements in accordance with statutory procedures in respect of the efficient provision of burial and cremation services

6. Prepare, maintain and safeguard all cemeteries and crematorium registers in accordance with statutory requirements and procedures.

7. Be responsible for booking burials, exhumations and cremations in line with legislation and statutory guidance, collating all documentation in relation to those bookings carefully checking and confirming all details, in particular:

i. Prepare burial or exhumation application forms and associated documents for submission to the Ministry of Justice, producing and issuing grave selection forms for supervisors and produce paperwork for ALL Burials and Scatterings.

ii. Prepare Cremation documents ensuring doctor's registration details meet statutory requirements, check and collate all statutory documents, contacting hospitals, GPs or funeral directors, as appropriate, regarding any inaccuracies or omissions in documents prior to submitting to the medical referees for signature.

iii. Process all applications for memorials ensuring they meet all appropriate/required/local/statutory regulations/legislation, assessing Public Liability paperwork and ensuring all monumental masons Insurance details are up-to-date and accurate before approving ANY cemetery Permit Application forms. Ensure that Monumental Masons are BRAMM registered before ANY memorials are Erected within the cemeteries.

iv. Provide statutory returns to Registration Service within the UK.

v. Maintain planting and maintenance contracts with clients. Issue planting and maintenance renewal letters and maintain accurate records.

vi. Produce and issue renewal letters for crematorium memorials and produce memorial fixing and removal lists for crematorium supervisor.

vii. Produce and issue letters relating to extension of Rights of Burial having accurately assessed the term remaining on the deeds and the charge to be levied for the extension.

viii. Provide details of deceased to Electoral Registration for deletions from electoral register

8. Produce Crematorium, Burial and Exhumation Service Details and issue to the crematorium and cemeteries Supervisors/Staff.

9. Liaise closely with the bereaved, funeral directors, Lewisham Mortuary, Clergy, other Council Departments, monumental masons, Cemetery and Crematorium

staff, and the public in person, in writing or by telephone ensuring all records are checked and meet statutory and local requirements/Legislation in respect of:

i. Burials, cremations and exhumations – date, time, fee, special requirements etc.
ii. Cemetery and Crematorium Memorials – type, availability, fees, arrangements for erection, fixing or removal.
iii. Extension of the Rights of Burial
iv. Planting and maintenance contracts.

10. Accepting and handling cash, cheques and credit/debit card payments from clients and funeral directors, in person, over the telephone and via post.

11. Account for income received in respect of fees and charges, issue receipts and enter all details on Excel data sheets. Ensure all cheques and monies received are secured in the safe.

12. Identify and introduce new developments/procedures within the service.

13. Produce and type correspondence relating to own area of responsibility.

14. Process incoming and outgoing correspondence.

15. Undertake genealogical investigations.

16. Collate monthly statistics relating to own area of responsibility.

17. Assist in the training of new staff liaising with the Administration Manager.

18. Ensuring an music/organist required for funerals is available.

19. Make full use of new ICT. Ensure own knowledge is up to date with new developments in all relevant areas including new applications.

20. Use e-Procurement to place orders for memorials and stationery supplies ensuring invoices received relate to orders and pass for payments.

21. Attend and participate in meetings as required.

22. Be available for emergency call out at weekends to make urgent funeral arrangements.

23. Undertake training as required.

24. Assist with and take responsibility, in part, for the Annual Memorial Service, open days and official visits to the Cemeteries and Crematorium Service.

25. Undertake all duties with due regard to the Council's Equal Opportunities Policy.

26. Carry out any other duties as required which are consistent with the grade.

Internal Contacts

28. Maintain contact with senior officers of own work area and other departments and Members of the Council.

External Contacts

29. Maintain contact with elected representatives, senior officers in other services (Medical Referees, Doctors, Coroner's officers and registrars, Ministry of Justice, Police and other local authorities), funeral directors, Ministers of Religion, voluntary organisations and community groups, members of the public etc.

PERSON SPECIFICATION

Job Title: Registrar and Services Officer

Grade: **Scale 5**

Note for the candidate

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post. Those categories marked 'S' will be used especially for the purposes of shortlisting. Only those applicants who meet these requirements will be shortlisted. You should therefore address these fully in your Application Form.

If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Note for the Manager

You do not have to use all of the categories, they are included to provide guidance to you. However, it should be noted that under normal circumstances, it is usually only knowledge, experience and an awareness of Equal Opportunities issues, which can be measured from the Application Form.

CATEGORY	ESSENTIAL REQUIREMENTS	S
Equal Opportunities	Commitment to implement the Council's Equal Opportunities policies. Awareness of Equal Opportunities issues	S
Knowledge	An understanding of the role and functions of Local Government Good knowledge of general office procedures and practices Extensive knowledge of the Law relating to burial, cremation and exhumation, The Cremation Code of Practice and Council Regulations	 S S
Aptitude	For being able to provide sympathy and advice to the bereaved who may be extremely distressed and emotional For assimilating statutory regulations and instructions	

CATEGORY	ESSENTIAL REQUIREMENTS	S
	For following sometimes complex procedures For working unsupervised and on own initiative For learning new skills quickly For moving between tasks quickly and accurately	
Skills	Excellent written, face to face and telephone communication skills. Excellent organisational skills Neat legible handwriting and good spelling Able to work accurately with an eye for detail Excellent ICT skills Essential to have a totally flexible approach to the delivery of the service To be able to produce accurate financial returns	 T T
Experience	Of working as part of a team Of working in a busy office environment Of using ICT Of basic accounting procedures Of handling and receipting monies Of working directly with the public within a similar type of service	S S S + T S S
General Education	Numerate and literate Willingness to undertake further training	

CATEGORY	ESSENTIAL REQUIREMENTS	S
Personal Qualities	To be able to handle cremated remains in a caring and sensitive manner. Be able to demonstrate a sensitive, understanding and diplomatic approach to clients. .	
Circumstances	Restricted Flexi-time working is in operation for this post. Be available for emergency callout at weekends To have a Flexible Approach	
Physical	Generally, candidates must meet standard Lewisham requirements for the post Must be able to lift and carry registers.	