

Job Description

Post Title **Bereavement Care Technical Support Assistant**

Role Profile _ Technical Administration Assistant II
Service/Team _ Environment/Bereavement Services
Reports to _ Bereavement Care Technical Supervisor
Responsible for _ Technical support to the Bereavement Care Team

My job improves the quality of life for the people of Bournemouth Christchurch and Poole by providing quality bereavement care that meets the needs of the bereaved and supports the immediate and long-term vision for the service.

Number of posts _ 0
Post number _ TBA pending job evaluation
Career Grade _ n/a

Job Overview

To support the efficient and timely operation of the BCP Bereavement Care service by providing a quality responsive bereavement service that meets the needs of the bereaved, complies with all statutory requirements and meets the immediate and longer-term vision of the service.

To provide comprehensive and effective technical support to the BCP Bereavement Care Team by working collaboratively as part of a team and with all users of the bereavement service ensuring all cremations and burials take place within the required statutory framework.

Key Responsibilities

- Ensure the accurate review and processing of all statutory and non-statutory paperwork relating to bookings for cremations and burials using the bereavement software system and manual processes in place.
- Ensure all administration relating to the sale of memorialisation including the correct calculation of fees, placing of orders with suppliers and coordinating installation of memorials within allocated memorial grounds is carried out in a timely and efficient manner.
- Ensure the accurate input and processing of all financial information relating to all cremation and burial bookings using the bereavement software system leading to the timely invoicing to all customers.
- Act as point of contact for general enquiries or complaints from service users to ensure a good customer service is provided and enquiries are resolved in a sensitive, appropriate and timely manner, and escalate more complex matters appropriately.

Specific Qualifications and Experience

- Experience working with IT systems such as Windows 10 and web applications such as MS Office including Teams, Outlook, Word, Excel and Access. **(Essential)**

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with this post.

- Experience of delivering administrative support in a busy, front-facing and highly pressurised office environment. **(Essential)**
- Able to communicate confidently in the English language both written and orally and present information clearly and concisely. **(Essential)**
- Able to handle confidential and sensitive information appropriately and maintain confidentiality throughout. **(Essential)**
- A full and clean UK driving licence. **(Desirable)**
- Working knowledge of the funeral or bereavement trade. **(Desirable)**

Personal Qualities & Attributes

- Attention to detail and methodical approach to work at all times. **(Essential)**
- Able to work under pressure and to tight deadlines **(Essential)**
- Able to work as an effective team player, assisting and supporting other team members as and when required. **(Essential)**
- Respects diversity and adopts a fair and inclusive approach with everyone. **(Essential)**
- Open to and supportive of change and actively makes recommendations for improvement where needed **(Essential)**
- Have a good level of awareness and be able to respond to changing circumstances and environments. **(Essential)**
- Committed to achieving and maintaining standards of excellence. **(Essential)**
- Possess effective interactive communication skills with the ability to deal with potentially difficult and sensitive situations in a professional and calm manner. **(Essential)**
- Possess a high level of resilience, emotional stability and maturity. **(Essential)**
- Demonstrates the highest standards of personal conduct, honesty, integrity that inspires trust and confidence. **(Essential)**
- Contribute to and celebrate the success of the whole team. **(Essential)**

Job Requirements

- Be flexible in approach to work undertaking a variety of duties under changing circumstances. **(Essential)**
- Able to work effectively and agilely within an open office environment subject to interruptions in different office locations across the bereavement estate **(Essential)**
- Able to prioritise tasks according to need and urgency. **(Essential)**
- Undertake First Aid in the Workplace training and provide first aid in the workplace as and when needed post-training and qualification **(Essential)**
- To be of smart appearance at all times with wearing of assigned BCP Bereavement Care uniform/workwear supplied **(Essential)**
- Comply with the requirements of GDPR and ensure the appropriate level of protection of personal information and confidentiality **(Essential)**

Prepared by: Liz Hall
25/01/2022

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with this post.



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< Jobs

Bereavement Technical Support Assistant

📄 104704

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📄 **Number of Positions:**

2

🕒 **Contract Type:**

Permanent

💰 **Salary:**

£26,421 - £28,770

🕒 **Working Hours:**

37

📍 **Location:**

Various

📅 **Closing Date:**

28/05/2024

📁 **Job Category:**

Administration / Customer Service

📄 **Region / Division:**

Operations

📄 **Business Unit:**

Environment

Knowledge Hub

Job Introduction

Role Purpose

BCP Bereavement Care deliver up to 3,500 cremations and up to 600 burials each year across its Bereavement Estate including its two crematoria sites and nine cemeteries. As part of a busy and pressurised team, you will collaboratively support the efficient and timely operation of the BCP Bereavement Care service by providing a quality and responsive technical administrative support service that underpins the delivery of our cremation, burial and memorial services within a statutory framework and meets the immediate and longer-term vision of the service.

You will work at different sites on a rostered basis across the estate following a period of training and induction.

Main Responsibilities

- Ensure the accurate review and processing of all statutory and non-statutory paperwork relating to bookings for cremations and burials, and memorial contracts using the bereavement software system and manual processes in place.
- Ensure all administration relating to the sale of memorialisation including the correct calculation of fees, placing of orders with suppliers and coordinating installation of memorials within allocated memorial grounds is carried out in a timely and efficient manner.
- Ensure the accurate input and processing of all financial information relating to all cremation, burial and memorial bookings using the bereavement software system leading to the timely invoicing to all customers.
- Act as point of contact for general enquiries or complaints from service users to ensure a good customer service is provided and enquiries are resolved in a sensitive, appropriate and timely manner, and escalate more complex matters appropriately.

The Ideal Candidate

- Experience working with IT systems such as Windows 10 and web applications such as MS Office including Teams, Outlook, Word, Excel and Access. **(Essential)**
- Experience of delivering administrative support in a busy, front-facing and highly pressurised office environment. **(Essential)**
- Able to communicate confidently in the English language both written and orally and present information clearly and concisely. **(Essential)**
- Able to handle confidential and sensitive information appropriately and maintain confidentiality throughout that complies with GDPR requirements. **(Essential)**
- Attention to detail and methodical approach to work at all times ensuring completeness and accuracy. **(Essential)**
- Able to work under pressure and to tight deadlines **(Essential)**

- Able to work as an effective team player, assisting and supporting other team members and help celebrate the success of the team as a whole. **(Essential)**
- Respects diversity and adopts a fair and inclusive approach with everyone. **(Essential)**
- Committed to achieving and maintaining standards of excellence. **(Essential)**
- Possess effective interactive communication skills with the ability to deal with potentially difficult and sensitive situations in a professional and calm manner without compromising the needs and quality of the service. **(Essential)**
- Possess a high level of resilience, emotional stability and maturity. **(Essential)**
- Demonstrates the highest standards of personal conduct, honesty, integrity that inspires trust and confidence. **(Essential)**
- Able to work effectively and agilely within an open office environment subject to interruptions in different office locations across the bereavement estate **(Essential)**
- Able to prioritise tasks according to need and urgency. **(Essential)**
- Undertake First Aid in the Workplace training and provide first aid in the workplace as and when needed post-training and qualification **(Essential)**
- To be of smart appearance at all times with wearing of assigned BCP Bereavement Care uniform/workwear supplied **(Essential)**

About BCP Council

BCP Council provides services to a diverse community of 400,000 residents and employs more than 5,000 people. Our area includes over 15 miles of beautiful world-renowned coastline. We can offer career defining roles to transform and improve services. By working with us, you can help deliver a vision of a thriving, world-class, prosperous and inclusive place for generations to come.

Our Benefits

We offer an excellent benefits package to colleagues. Find out more on our website.

As a result of the creation of BCP Council in 2019, we are working on simplifying our terms and conditions of service and will be creating a single pay structure which is to be applicable for all employees. It is important to us that we offer benefits that our colleagues value as part of their total employment package and we are reviewing these to make sure we have it right. We are in the process of establishing a timescale for implementation and colleagues joining us will be included in these changes. This is expected to be in place in 2024.

Attached documents:



JDQ BC Technical Support Assistant (May 2024).docx - 104704 JDQ

Bereavement Technical Support Assistant

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