**SERVICE UNIT: Environment**

**JOB TITLE: Burials Officer**

**POST NO: 100165 & 109364**

**GRADE: Band F £28,598 - £31,022 p.a.**

**REPORTS TO: Bereavement Care Manager**

**LOCATION:** North Cemetery Office/Poole Crematoria Office - with travel/remote working across multiple municipal cemeteries and crematoria sites.
**CONTRACT TYPE:** Full-time, BCP Contract over rolling 7 days where required.

**Role Purpose Overview**

BCP Council is seeking a resolute, compassionate, and professional **Burials Officer** to join our Bereavement Services team. This vital role ensures the respectful and lawful delivery of burial services across our municipal cemeteries, in accordance with statutory legislation, council policies, and industry best practice.

You will be responsible for the planning, coordination, and physical execution of burial services, placements, and scatterings of remains, including grave preparation, memorial safety, and grounds maintenance. The role requires a strong understanding of legal compliance, health and safety protocols, and compassionate communication with bereaved families and stakeholders.

This role involves physical outdoor work in all weather conditions and requires a respectful and professional approach to working with bereaved families. Uniform and PPE will be provided. A FULL valid UK driving licence and ability to use own vehicle is essential.

**Key Responsibilities**

* Deliver burial services in line with LACO 1977, MOJ Faculty guidelines, Gold Standard Charter for the Bereaved, BCP Cemetery Rules and Regulations, Policy and Financial Regulations.
* Undertake grave digging (machine and hand-dug) for full body, cremated remains, and exhumations, ensuring compliance with COTS training, manual handling, and Health and Safety Legislation.
* Maintain accurate grave registers using Plotbox software and internal archives.
* Apply BRAMM/NAMM standards for memorial safety, including topple testing and re-fixing.
* Support cemetery grounds maintenance including grass cutting, tree works, and pathway clearing.
* Act as keyholder for cemetery gates, chapels, and offices, managing opening/closing procedures and weekend cover where necessary.
* Report and assist in managing anti-social behaviour and incidents in line with Council procedures.
* Ensure all work complies with the Health and Safety at Work Act, Equality Act, and Data Protection Act.
* To ensure that bereavement service priorities, projects and programmes comply with relevant legislation, policy, licences and the purpose and values of BCP Council.
* Work in conjunction with the Cemeteries and Grounds Maintenance Supervisor, supporting best practice for the service industry standards and customer service.
* To lead, plan, organise and prioritise own workload whilst being flexible to changes and time sensitive deadlines, including working outside of core hours where necessary.
* Build and maintain strong relationships with both internal and external departments, stakeholders, suppliers and public.
* To co-ordinate all allocated work streams under the guidance of the line manager to ensure that the work meets defined outcomes and deadlines.
* To undertake such other duties as may be required from time to time commensurate with the level of the post.
* To always be of smart appearance with wearing of assigned BCP Bereavement Care uniform/workwear supplied.
* Be familiar with, adhere to and lead by example in relation to the current and any subsequent BCP Council Cemetery Rules and Regulations.
* Ability to work independently and collaboratively as part of a team.

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| **PERSON SPECIFICATION ATTRIBUTES & CRITERIA** | **ESSENTIAL/ DESIRABLE** | **METHOD OF ASSESSMENT** |
| **Experience** * An interest or passion in the bereavement sector with desire to continuously improve service.
* Evidence of complaint handling experience.
* Experience in bereavement operations or grounds maintenance within a bereavement setting or equivalent.
* Experience with Plotbox or similar cemetery management systems
* Calm under pressure, particularly during high-demand periods.
 | EssentialEssentialDesirable  Desirable Essential  | Application FormInterviewReferences |
| **Qualifications and Training** * NVQ 3 or previous relevant equivalent experience.
* Valid **COTS training certification** and **manual handling** qualification.
* First Aid Qualified
* Initiative-taking approach in undertaking all relevant training in relation to the post and service legislative needs.
 | EssentialDesirable Desirable Essential  | Application FormCertificatesInterview  |
| **Aptitudes and abilities** * Confident communicator with excellent people skills, able to pass on detailed information to others in a manner that is understood.
* Ability to work effectively under pressure, prioritise, forward plan, and meet deadlines.
* Ability to co-ordinate work across multi-skilled teams.
* Cultural and religious awareness and understanding, being sensitive to diverse requests and handling enquiries.
* Able to manage confidential and sensitive information appropriately and maintain confidentiality throughout, in line with GDPR.
* Strong organisational and record-keeping skills.
 | EssentialEssentialEssentialEssentialEssential Essential  | Application FormInterviewReferences |
| **Knowledge** * Understanding of Local Authorities Cemeteries Order 1977, Manual Handling and safe practices of Health and Safety in the workplace.
* Experience in operating music systems to competently oversee burial services (e.g. Obitus).
* Familiarity with BCP Council Values.
* Competence in ICT systems and use of digital records (e.g. Plotbox, word, excel, outlook).
 | EssentialDesirable Desirable Essential  | Application FormInterview |
| **Personal Qualities and Attributes** * Positive attitude to the Council’s purpose and values and the way it operates.
* Able to confront difficult situations or problems and seek their resolution.
* Committed to seeking out new ways of working to improve service delivery.
* Celebrates team success and generates a team spirit, including proactively supporting continued development of colleagues.
* Able to communicate confidently in the English language both written and orally and present information clearly and concisely.
* A strong commitment to delivering services that meet the needs of the customer.
* Possess a prominent level of resilience, emotional stability, and maturity.
 | EssentialEssentialEssentialEssentialEssentialEssential Essential  | Application FormInterviewReferences |

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| **Other Contributing Factors** * Ability to travel around the BCP area in an agreed timely manner, using own vehicle where required holding a full clean UK driving licence.
* Available to work evenings and weekends as required to accommodate service delivery.
* Be flexible in approach supporting daily running of service across the offices and crematoria chapels/Hall where required.
 | EssentialEssentialEssential | Application FormInterview |

**This job description is not exhaustive and is intended to outline the typical tasks, responsibilities, and expectations associated with the position.**