**OADBY AND WIGSTON BOROUGH COUNCIL**

**JOB DESCRIPTION**

**POST TITLE:** Cemetery & Administration Officer

**GRADE:**  Band 4

**DEPARTMENT:** Law and Democracy

**SERVICE AREA:** Corporate Assets

**RESPONSIBLE TO:** Corporate Asset Manager

**JOB CONTEXT:**

1. To administer the Cemetery and allotment functions of the Council.
2. To receive public enquiries face to face, by email and telephone, and deal with them promptly.
3. Promote and maintain a culture which places customers first and aims to deliver a high standard of service.
4. Work in line with the Council’s Vision and Values to promote a culture which aims to deliver a high standard of service by working together to exceed our customer expectations.

**MAIN DUTIES AND RESPONSIBILITIES:**

1. To accurately administer all the clerical support for the Council’s Cemetery function including liaising with the Sexton, allocation of graves, eligibility for burial, entries in the burial register, deeds, headstones, relevant permissions required and resolution of complaints and queries.
2. To ensure the accurate maintenance and update of the Cemetery Management System, and written cemetery records.
3. To liaise with Funeral Directors and cemetery staff to ensure a professional service is provided.
4. To deal with cemetery complaints and queries from members of the public
5. In the absence of the Car Parking Administrator to remotely administer the Council’s pay and display parking machines to ensure that the machines are operational and resolve income receipt issues.
6. In the absence of the Car Parking Administrator to deal with Council Parking complaints and queries including first stage penalty notice appeals.
7. To deal with all aspects of allotment administration.
8. Receive enquiries and complaints by telephone, face to face or email, logging all enquiries and following up with relevant Officers as appropriate.
9. Raising orders and logging goods received notices on Integra.
10. Undertake other allocated administrative work from the Corporate Asset Manager.

**RESPONSIBILITY FOR RESOURCES:**

1. The post holder will be required to ensure that any data systems under his/her control are kept secure and properly managed.

**KEY FUNCTIONAL LINKS WITH:**

**Internal:** All employees and sections of the Council

**External:** **Funeral Directors,** Residents of the Borough the General Public, other Local Authorities, external suppliers and consultants, and other external bodies, partnerships and organisations as required.

**WORKING CONDITIONS & ENVIRONMENT**

1. The post is situated at Council Offices, Station Road, Wigston, Leicestershire LE18 2DR. However, you may be required to work from other sites and places within the Borough, where your professional attendance is required.
2. The post holder may be required, on occasion, to work outside normal working hours to attend meetings, or on other occasions when your professional attendance is required.

**ADDITIONAL REQUIREMENTS**

1. This job description outlines the main duties of the post but does not exclude other duties, which may need to be undertaken to ensure the efficient operation of the department. Other duties required will be consistent with those listed above and appropriate to the title and grade of the post.
2. Ensure equality of opportunity for all people, in service provision and in employment, and to work in a non discriminatory manner in accordance with the Council’s Equal Opportunities Statement.
3. Comply with the provisions of the Data Protection Act 1998, the Computer Misuse Act 1990, the Human Rights Act 1998 and the Freedom of Information Act 2000, or any amendment or any statutory re-enactment thereof at all times.
4. To take all necessary steps in order to ensure that information acquired through their employment or contained within the Council is kept confidential.
5. This job description is a record as at the date below. Any changes to the job description will be carried out in consultation with the post holder, who will be expected to participate fully in such discussions. It is the Council’s aim to reach a mutual agreement to reasonable changes but if this is not possible the Council reserves the right to implement reasonable changes to the job description after consultation with the post holder.
6. Carry out all duties outlined above in accordance with all Council policies and procedures.
7. To carry out any additional duties (as and when required) outside of the post holders duties to assist the Council in the operation and promotion of its business.

 **I have read and accept the above:**

 Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_