



Job Description

Directorate	Economic Regeneration, Growth & Environment
Service	Bereavement Services

Post details	
Job title	Administration Assistant
Grade	GR4
Location of work	Walton Lea Crematorium & Woodlands Cottage Pet Crematorium
Directly responsible to	Bereavement Services Coordinator
Directly responsible for	
Hours of duty	Monday to Friday (Monday to Thursday 10.00am – 13.45pm, Friday 10.00am – 13.30pm)
Primary purpose and scope of the job	
<p>To carry out office duties and to be point of contact for all visitors to Bereavement Services reception when required.</p> <p>To work as part of the Bereavement Services Administration Section and to assist the Bereavement Services Coordinator in the administration of the Service.</p>	
Working Relationships	
<p>The post holder will be expected to work effectively as part of a team responsible for the provision of administrative, financial, clerical and customer care support services directly to the public, funeral directors and members of the Clergy and visitors.</p>	

Key Tasks and Responsibilities

1. Support ongoing projects and initiatives in relation to all aspects of Bereavement Services schemes, improvements and developments
2. To follow recognized laid down instructions and procedures in order to meet the needs and demands of the service.
3. Establish and maintain computer files and the database, updating records, generating work and information reports and arranging billing, receipts and financial recording. Demonstrating care, accuracy, confidentiality and/or security when handling this data.
4. Deal with enquiries from visitors, Funeral Directors members of the public and the Clergy in person and on the telephone and respond in a variety of formats.
5. Carry out word processing duties as required.
6. Undertake general office and administration duties including photocopying, emails, filing and use of electronic postal systems.
7. To assist with accounting for expenditure, income, money in the form of cash, cheques, direct debits, invoices, or any other equivalent, where care, accuracy and security are particularly important
8. Receiving of deceased pets and liaising with their owners at Woodlands Cottage.
9. A willingness to participate in events that fall outside of normal scheduled hours, including occasional evening and weekend work and may be held at different sites.
- 10.** To carry out any other duties appropriate to the grade that may reasonably be required in the operation of the Council's Bereavement Services.

Review Arrangements

The details contained in this job description reflect the content of the job at the date it was prepared; however, it is inevitable that over time, the nature of the jobs may change. Existing duties may no longer be required and other duties may be gained without changing the general nature of the post or the level of responsibility entailed. Consequently, the Council will expect to revise this job description from time to time and will consult with the post holder at the appropriate time.

Prepared / Revised By	Rebecca Patton
Role	Bereavement Services Manager
Date	19.09.2025