

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Cemeteries Officer	Grade: SC5 – SO1
Section: Contracts and Leisure (Cemeteries and Registration)	Directorate: Environment and Community Services
Responsible to following manager: Registration and Cemeteries Service Manager	Responsible for following staff: N/A
Post Number/s:	Last review date: August 2025

Working for the Richmond & Wandsworth Better Service Partnership

We're Richmond & Wandsworth Better Service Partnership, the shared public service team for Richmond and Wandsworth Councils. Like any local authority, our role is to deliver the agenda of our elected members on behalf of the people who live and work in our part of the world. We deliver key services to our communities including social care, public health, children's services, housing and regeneration and environmental and community services.

Our joint workforce creates efficiency and resilience by bringing more creativity to the way we work, more objectivity and adaptability too, helping us deliver better services for all our residents.

We're here to help our communities thrive in a changing world, and to be there for the people who need us most we believe we need to keep adapting. That's why, at Richmond & Wandsworth Better Service Partnership, you'll be at the forefront of innovation in local government, and we'll invest in you and offer you opportunities to grow in a way only our unique organisation can.

Job Purpose

To assist with the efficient and effective day to day running of the Cemeteries Service and to attend funeral services in the six cemeteries within Richmond, ensuring all duties comply with Burial Law, Health & Safety Legislation and the Institute of

Cemetery and Crematorium Management Code of Safe Working Practice, in line with the standards set by the Charter for the Bereaved

Specific Duties and Responsibilities

1. Acts as 'first point of contact', provides a professional and customer focused service that is sympathetic, without becoming emotionally involved.
2. Receives and responds to incoming communications e.g. general telephone calls, letters, and emails, and resolves general enquiries at the first point of contact.
3. Takes bookings for burials, undertakes preliminary checks, and assists in obtaining and recording all necessary information and legal documentation required in advance of the funeral.
4. Assists with general administration duties. Keeps accurate records and assists in the analysis of information and compiles data. Maintains security and confidentiality of information, records and documents.
5. Collects fees, including cash handling.
6. Completes and returns disposal certificates in line with statutory requirements and maintains the burial database, ensuring the records are up-to-date and comply with Burial Law.
7. Attends cremated remains interments and scattering of ashes, and assists with chapel services, memorial services, and filming events.
8. Contributes to service developments and improvements as requested.
9. Works as required in ways that develop good working relations and collaborative arrangements with internal and external stakeholders.
10. Supports and maintains office systems and uses IT systems as required.
11. Completes ICCM/APSE course in Bereavement Awareness and undertakes other relevant training as required to develop customer service, administrative, and IT skills.
12. Performs any other duties commensurate with the grade deemed appropriate by the Head of Service or the Registration and Cemeteries Service Manager.

Additional duties for progression to Scale 6

1. Undertakes COTS Burial Health and Safety course and officiates burials at any of the six cemeteries managed by the London Borough of Richmond upon Thames. Supervises the safety of mourners and other service users during the burial process, ensuring that the coffin can be carried to the grave without mishap, and that there is a safe access for all attendees. Liaises with on-site cemetery operatives as required.
2. Responsible for ensuring all legal preliminaries are fulfilled, including receiving and checking the green Form 9 certificate for disposal, Coroner's order for burial, or MoJ exhumation licence, as appropriate.
3. Acts as a chapel attendant, assisting the mourners, liaising with officiants, organists, families, funeral directors, and ministers to ensure a smooth-running service.
4. Represents the Council when meeting with families before, during and after the funeral. Escorts the funeral cortege from the time it enters the cemetery to the time it leaves, liaising with the Funeral Directors to ensure the funeral takes place in a dignified and orderly manner, and in accordance with burial law.
5. Ensures the advice and information given to customers is clear, accurate and given in a sympathetic manner, without becoming emotionally involved with the customer.
6. Undertakes banking and financial record keeping in accordance with the council's financial regulations.
7. Actively contributes and participates in change programmes within the service.

Additional duties for progression to Scale SO1

8. Manages, updates, and circulates weekly burial schedules across the Cemeteries and Parks teams. Coordinates and monitors schedule of grounds work requests, in conjunction with the Grounds Supervisor.
9. Compiles routine statistical data for reporting and benchmarking as required by management, regional or national groups, or professional bodies. Has good working knowledge of the reporting functionality of the IT system BACAS.
10. Assists with regular reviewing and updating of published information, literature, and web pages.

11. Assists with implementation of programmes of work to improve the cemeteries sites, service, and user experience, fulfil legal or statutory requirements, and change office processes and procedures.
12. Provides a high level of service-specific experience and expertise, which enables accurate advice and guidance to be given to customers, new staff, and stakeholders.
13. Completes ICCM/APSE courses on cemeteries management and compliance, exhumations, exclusive rights of burial to assist the Senior Cemeteries Officer, and undertakes other training as required and commensurate with grade.
14. Deputises for the Senior Cemeteries Officer as required

Generic Duties and Responsibilities

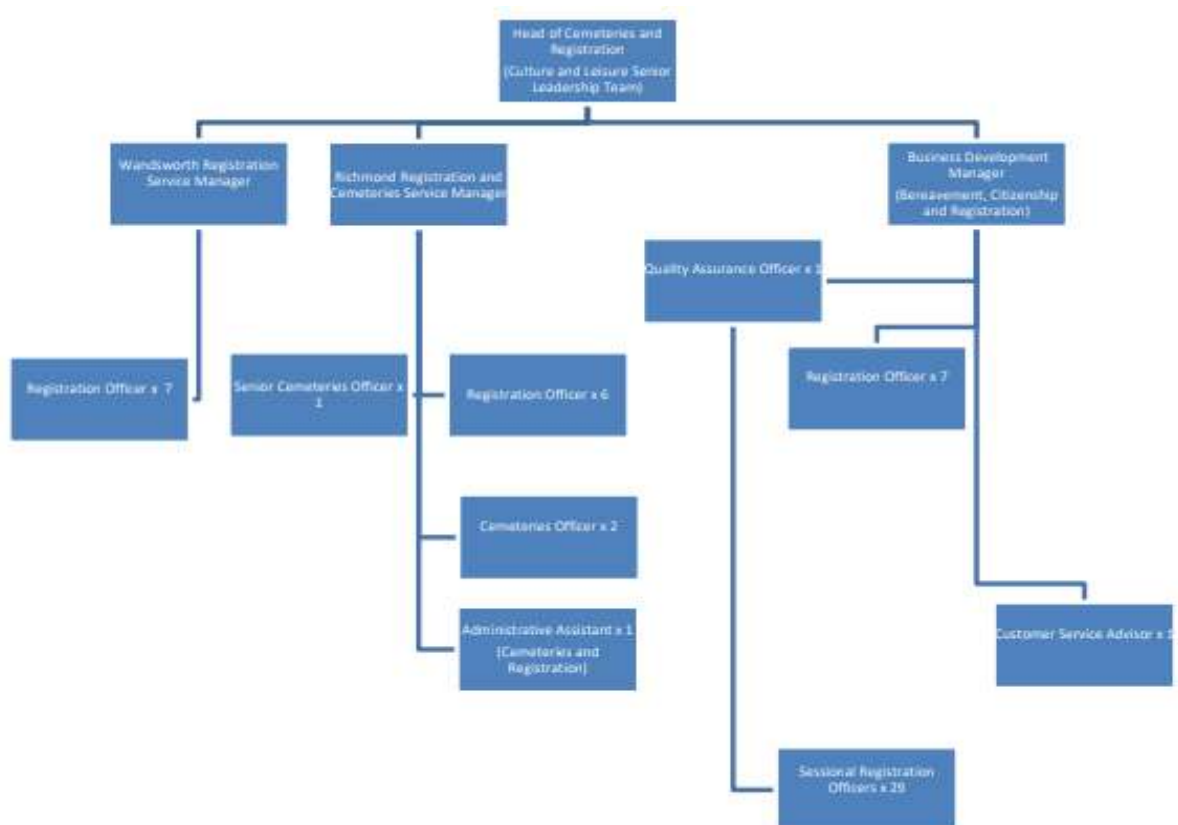
- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by Richmond and Wandsworth procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems.
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the roles within the Councils.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

Additional Information

- To be responsible for the safety of mourners and other service users during the burial process, ensuring safe access to the grave for the coffin bearers and all other attendees.
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- To attend funerals within any cemetery at short notice regardless of weather and/or ground conditions

Team Structure



Person Specification

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Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
Knowledge of Burial Law, ICCM Code of Safe Working Practice, Health & Safety Legislation		D	A&I
Knowledge of ICT packages and ability to use them effectively	E		A, I & T
Experience	Essential	Desirable	Assessed
Previous experience of using office systems and processes	E		A&I
Experience of dealing with a wide range of people, both internal and external, including dealing with		D	A&I

Experience of prioritising workloads and taking appropriate action in an emergency in a calm and controlled manner	E		A&I
Effective interpersonal skills	E		A&I
Skills	Essential	Desirable	Assessed
Ability to maintain accurate records and accounts, and manage physical and electronic data in line with legislation and policy.	E		A&I
Ability to organise and officiate events including funerals and memorial services, and manage large gatherings of people sensitively, safely, and assertively	E		A&I
Ability to represent the council positively and professionally, and demonstrate high standards of customer service	E		A&I
Ability to understand, interpret and follow legal guidelines and processes to ensure compliance with statutory legislation	E		A&I
Ability to communicate in a professional manner, both verbally and in writing, providing consistent and clear advice. Ability to deal with difficult conversations sensitively.	E		A, I & T
Qualifications	Essential	Desirable	Assessed
Current full UK driving licence	E		A&C

A – Application form / CV

I – Interview

T – Test

C - Certificate