

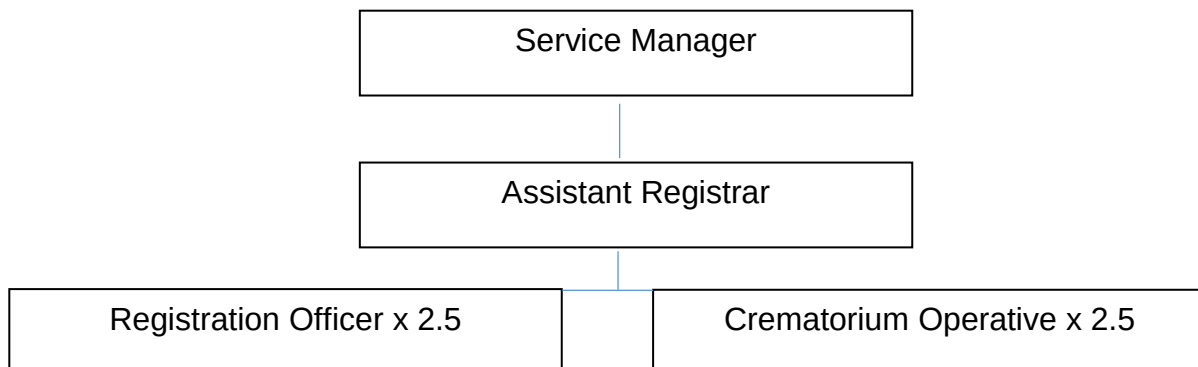
ROCHDALE BOROUGH COUNCIL

JOB DESCRIPTION

SERVICE:	Environmental Management
SECTION:	Bereavement Services
LOCATION:	Rochdale Cemetery
JOB TITLE:	Registration Officer
POST NUMBER:	
Grade:	5
Accountable to:	Assistant Registrar
Accountable for:	n/a
Hours of Duty:	37 hours start and finish times by local agreement. To participate in overtime working in accordance with the needs of the service
Any Special Conditions of Service:	The Authority operates a Smoke Free Policy for all its employees and applies to any building and associated grounds within in the immediate vicinity of the building, which is wholly owned, leased or operated and occupied by Rochdale Borough Council. This post is not Politically Restricted in accordance with the current regulations

The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.

ORGANISATIONAL CHART



PURPOSE AND OBJECTIVES OF THE JOB

To provide a professional front line facility representing the Council's Bereavement Service ensuring a responsive and sympathetic service to all members of the public.

To carry out the registration of burials and cremations and the completion of miscellaneous records and instructions to staff within the Operational Teams.

To offer empathetic advice and guidance to members of the public of a general nature and in respect of available memorialisation.

To carry out the day-to-day administration of the Council's Bereavement Service.

Control of Resources

Personnel

None

Financial

Receipting and banking of monies received by various methods i.e. cash, payment card., cheques raising / reconciling purchase orders

Equipment/Materials

Responsible for safe use and security of all equipment in connection with this role
To assist in maintaining adequate levels of stock of stationary and memorials

Health/Safety/Welfare

Responsibility for the safety and welfare of self and colleagues in accordance with the Health and Safety Policies of the Council.

Equality and Diversity

To work in accordance with the Authority's Policy relating to the promotion of Equality and Diversity.

Training and Development

The post holder will be responsible for assisting in the identification and undertaking of his/her own training and development requirements in accordance with the Council's Performance Management Framework.

Relationships (Internal and External)

Internal: Environmental Management Managers and staff / work colleagues / Operational Teams

External: General Public / Funeral Directors/Celebrants/Medical referees

Responsibilities

The postholder must -

- (i) Perform his/her duties in accordance with Rochdale Council's Equality and Diversity Policy.
- (ii) Ensure that Rochdale Council's commitment to public service orientation and care of our customers is provided.

Values and Behaviours

Approach the job at all times using the values set out below

- Proud of the difference we make
- Passionate about the diversities of the Borough
- Pioneering and Open in our Approach

Be aware of and apply these values and associated behaviours at all times.

Equal Opportunities

The post holder must perform his/her duties having full regard for Rochdale Metropolitan Borough Councils Equal Opportunities Policy.

Responsibilities

1. Responsible for Health & Safety and Welfare of self, colleagues and the public in accordance with the Health & Safety policies of the Council.
2. Ensure Rochdale's MBC commitment to public service and care of our customers is provided.
3. Comply with relevant Acts of Parliament, Statutory Instruction and Regulations and other Legal requirements.
4. Must be able and willing to render regular and efficient attendance / service to undertake the duties of the post.
5. Must be committed to working towards the Single Team Principles.
6. Must be able to work towards achieving the priorities of the Council's strategies including Aiming High.
7. To work within a performance management framework.
8. Defined service specifications and management plans.

Principal Duties

1. To receive and process to a high level of accuracy instructions from Funeral Directors wishing to arrange for burials and cremations and to maintain a diary booking system and BACAS database.
2. To ensure that all relevant forms for burials and cremations, certificates, deeds and other

documents are received, and checked in time to ensure they are legal and relevant processes are adhered allowing burials and cremations to proceed at the stated times.

3. The accurate completion and maintenance of Registers, plans, statutory forms, certificates and other documents/forms relating to the registration of burials and cremations.
4. Assist the public with enquires related to burial registers, grave deeds and ownership including legislation relating to the same.
5. To issue written instructions, work tickets, day schedules, and miscellaneous items to crematorium staff & Operational staff for the preparation of graves and the efficient operation of the Council's Crematoria.
6. To receive and process payments received from Funeral directors / the public i.e. cash, card payments, cheques.
7. To assist with the preparation of monthly account recharges and raising of purchase orders.
8. To offer empathetic advice and assistance to members of the public in respect of all enquiries and in particular help and assistance in arranging memorialisation.
9. To offer clerical and administrative support to the Assistant Registrar/Manager
10. Employees at this level will be expected to work with minimal supervision and to accept responsibility for the direction of work for trainees.
11. To undertake such other duties and responsibilities of a similar grade as may be reasonably be required.

Secondary Duties

1. The maintenance and filing of records relating to materials, book of remembrance entries, plaques and roses, and other miscellaneous items.
2. To advise the public in respect of the Council's Cemeteries and Crematoria Service and available memorialisation.
3. Check memorial applications for accuracy and prepare orders for memorials and other miscellaneous work within cemeteries and crematoria.
4. To undertake other such duties and responsibilities of an equivalent nature as may be determined by the Chief Officer (or nominated representatives) from time to time in consultation with the post holder and if he/she wishes with his/her trade union representative.
5. To participate in the Council's programme of in-service training as a trainee and when required as a trainer facilitator.

Additional Requirements and Duties

Special working conditions - Lifting of heavy ledgers and registers is an essential part of this job role

Job Description prepared by Graeme Douglas Date 3/3/25

Agreed by Postholder _____ Date _____

Head of Service Martin Taylor Date _____

**Rochdale Borough Council
Person Specification**

Service:	Environmental Management	Post:	Registration Officer
Section:	Cemeteries & Crematoria Section	Post Number :	
Job Ref:		Grade:	Grade 5 (SCP 12-17)

Note to Applicants:

The *Essential Criteria* are the qualifications, experience, skills or knowledge you **MUST SHOW YOU HAVE** to be considered for the job.

The *How Identified* column shows how the Council will obtain the necessary information about you.

If the *How Identified* column says the **Application Form** next to an *Essential Criteria* you **MUST** include in your application enough information to show **how** you meet this criteria. You should include examples from your paid or voluntary work.

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Criteria	Essential (E) or Desirable (D)	How Identified: AF Application Form Interview A Assessment
a) Qualification and Experience		
1 Good basic standard of education with emphasis on numerical skills and literacy.	(E)	AF, I
2 Background of varied clerical duties. Ability to deal with members of the public and external partners by telephone, email, in writing and in person.	(E)	AF, I
3 Experience of dealing with people in stressful or emotional circumstances	(E)	AF, I
b) Skills and Knowledge		
4 Ability to process information with a high degree of accuracy e.g. taking bookings from Funeral Directors with regards to funerals and cremations.	(E)	AF, I
5 Ability to maintain detailed and accurate records both handwritten and electronically e.g. ledgers, database / spreadsheets	(E)	AF, I, Test
6 Programme and data input quickly and accurately to meet daily deadlines.	(E)	AF, I
7 Good knowledge and experience of using Microsoft products such as Word, Excel and Outlook	(E)	AF, I
8 Use of database systems	(E)	AF, I
9 Reliable. Ability to work under pressure with minimal supervision.	(E)	AF, I

10	Sympathetic and caring manner	(E)	AF, I
11	Good verbal communication skills	(E)	AF,I
c) Special Working Conditions			
1	Available for very occasional weekend and statutory working.	(E)	AF, I
2	Willing to participate in the storage, handling and release to the public of cremated remains containers and caskets.	(E)	AF, I