



## Your job

**Job Title: Bereavement Services Administration Assistant**

**Service: Parks, Greenspaces & Bereavement Services**

**Grade: 4**

**Reporting to: Senior Technical Officer – Bereavement Services**

As a Bereavement Administrator Assistant, you will be expected to provide a full and comprehensive administrative support that will service the Bereavement Services Admin Team. This will involve dealing with internal and external customers both face to face and on the telephone, operating ICT systems and providing general support to the team.

You will work closely with your colleagues to provide administrative support to deliver an effective burial and cremation booking process for residents.

### **Mandatory Statement**

The Council is committed to complying with European General Data Protection regulations (UKGDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

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## **In this job you will:**

On an ongoing basis you will:

- Undertake bookings of burials and cremations.
- Record incoming post.
- Answer incoming telephone calls and taking messages, if necessary.
- Maintain the BACASNG system, inputting and extracting data.
- Input finances to produce invoices for Funeral Directors and Memorial Masons.
- Provide information to the Legal Department for the preparation of grave and memorial deeds.
- Order a variety of cremated remains memorials.
- Assist with maintaining a variety of records.
- To work flexibly to meet the changing need and demands of the role.
- To keep up to date with modern administrative practices which would improve the efficiency and effectiveness of the role and to attend relevant training, as necessary.
- To communicate with Council officers and outside agencies as required by phone, email and other media.
- To undertake any other duties requested by the senior staff.
- Operate in line with Wigan Council policies and procedures.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules.

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## **In this job you will need:**

You must be able to demonstrate the following essential requirements:

- GCSE's A-C in Maths, English & ICT or equivalent.
- The ability to work accurately and follow instructions.
- The ability to plan work, manage own time and meet deadlines.
- To be enthusiastic and committed to providing excellent customer care.
- The ability to use own initiative and work flexibly as part of a team.
- To be keen to develop a wide range of skills required to work within a busy administration environment.
- The ability to work at any other base as and when required.

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## Our Culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **TeamWigan** behaviours.

<b>Be Positive</b>	“ Take pride in all that you do and support and develop yourself and others. ”
<b>Be Accountable</b>	“ Be responsible for making things better, enabling change and supporting improvement. ”
<b>Be Courageous</b>	“ Be open to doing things differently and working collaboratively with others. ”
<b>Be Kind</b>	“ Be helpful, generous and thoughtful towards yourself and others. ”