



ADUR & WORTHING
COUNCILS

Job Description

Authority:	ADC / WBC
Directorate:	Communities Directorate
Section:	Bereavement Services
Post Title:	Chapel Attendant
Post Number:	40618
Accountable to:	Assistant Bereavement Services Manager
Management responsibility for:	None
Authority to liaise with:	Internal: <ul style="list-style-type: none">● Other Officers of the Councils● Members of the Councils External: <ul style="list-style-type: none">● Members of the public● Funeral Directors, Ministry of Justice and representatives of religious faiths
Meetings attended on a regular basis:	<ul style="list-style-type: none">● Bereavement Services Full Staff Meetings● Ad Hoc Service Meetings
Work style	Flexible

Principal purpose of job (role summary)

Provide a front of house presence and high quality service at multiple locations across Adur, Worthing and Worthing Crematorium, whilst preserving a caring and dignified approach to meet the needs of the bereaved.

Maintain excellent relationships with funeral directors, clergy, the bereaved and all other visitors to the cemetery at all times.

Main duties, tasks and responsibilities of post holder

1. To provide a high standard of service to the bereaved, funeral directors, officiants or clergy, and all other visitors to the cemetery at all times.
2. Liaise with office and cemetery staff prior to funeral to ensure grave is fully prepared and ready for burial.

3. Keep all areas of the building, equipment and various areas in the grounds clean, tidy, safe and maintained to a high standard of presentation.
4. To act as the first point of contact for the funeral cortege and direct it to the chapel and/or grave as appropriate. You will discreetly check the nameplate on the coffin, shroud or casket prior to interments taking place.
5. Oversee the smooth operation of a chapel service including audio/visual tributes, lighting and order of service.
6. Attend graveside and remove putlogs. Remain present but at a discrete distance from the grave to be able to assist at the request of a funeral director or bereaved during the service.
7. Collect burial paperwork for the purpose of confirming the identity of the deceased and ensure this is given to the cemetery team.
8. To be familiar with the Burial Ground Regulations and advise the public where appropriate and to feedback to Bereavement Service Management where breaches of the rules have occurred.
9. Carry out daily and weekly facility checks as directed including routine maintenance, cleaning, equipment and reporting any failures or defects to Bereavement Services Management as necessary.
10. Pass on any customer feedback to the Bereavement Services Management
11. Open and close facilities daily (where appropriate).
12. Ensure the confidentiality of client information.
13. Cover alternative tasks at short notice as directed.
14. Undertake any training relevant to the post as required.
15. Undertake all duties in accordance with Council policies, in particular those relating to Customer Care and Equal Opportunities.
16. Undertake any duties regarding health, safety and welfare at work, civil contingencies and business continuity which may reasonably be allocated to the post holder as a result of legislation, codes of practice or Council policies.
17. Promote the service and Council positively at all times.

The post holder will be required to work in several locations across Adur and Worthing's Bereavement Service. Therefore it will be necessary to work flexibly and at short notice, to have a driving license and access to a car.

The post holder will be required to undertake such other duties as may be required within the grade and competence of the post holder. Therefore, the list of duties in this job description should not be regarded as exclusive or exhaustive.

Duties will be set out in this job description but please note that the Council reserves the right to update the job description, from time to time, to reflect changes in, or to, the role. The post

holder will be consulted about any proposed changes. Significant permanent changes in duties and responsibilities will require agreed revisions to be made to this job description.