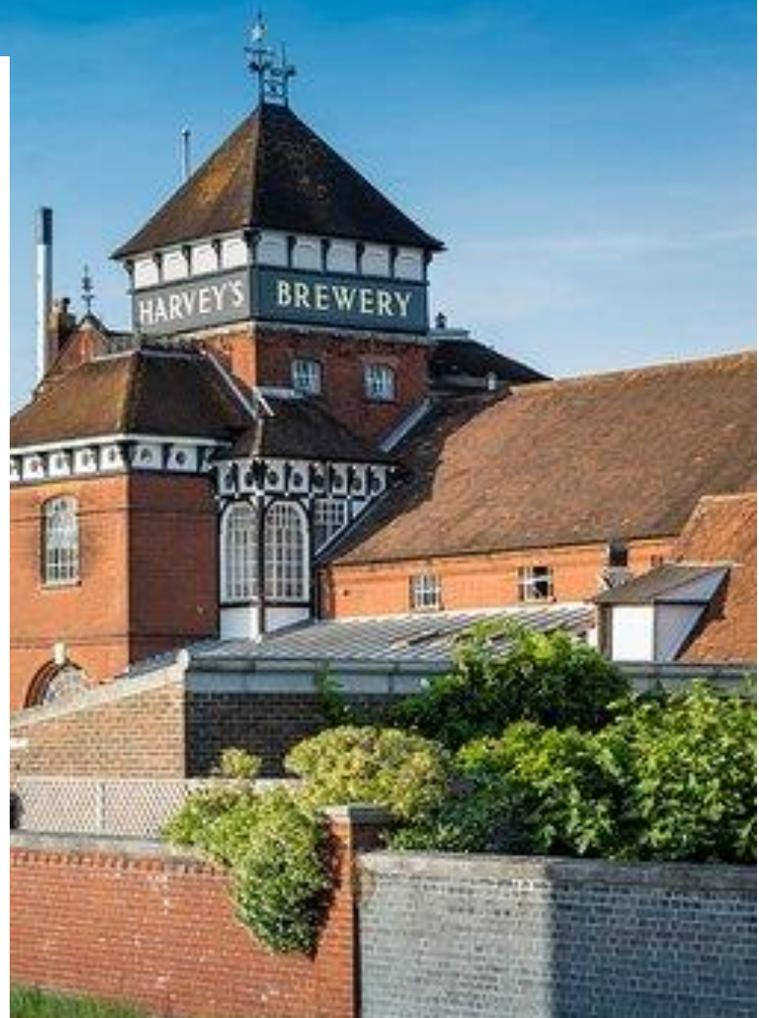


Job Pack

Bereavement Services Senior Specialist Advisor

**Customer First Resolution Team
Senior Specialist Advisor
(Bereavement services)**



Lewes District Council



Working in partnership with Eastbourne Homes

Location

Thank you for taking the time to look at the details of this post.

Located in the heart of the Sussex countryside and one of the principal towns of the South Downs National Park Lewes offers the best of town and country. It is no surprise that the District is considered among the most desirable places to live and work in the UK.

Lewes town is one of the jewels of the South Downs National Park and the District also possesses many picturesque towns and villages, all with their own unique character.

Whilst nearby Eastbourne is a resort town on England's southeast coast. On the seafront are Victorian hotels, the 19th-century Eastbourne Pier and a 1930s bandstand. Discover a wide range of shops in Eastbourne from high street shopping at The Beacon to the quaint Victorian shopping streets of Little Chelsea, and the boutiques in the Enterprise Centre.

One of the most attractive aspects of living and working in the Lewes and Eastbourne area is the quality of life it has to offer. It is a truly exceptional location. Make the most of the area by enjoying a wide range of activities including country walks, water sports and much more.

Our offices in Lewes and Eastbourne are located close to Train Stations with direct connections to the coast and London. However, the Council provide all the necessary IT and infrastructure to enable home working and maintain a good work life balance

“The best of town, country and coast”

The Job

We are seeking a compassionate and strong leader to join our small, dedicated and caring frontline team providing the highest level of customer service to bereaved families, visitors and stakeholders.

Working across Lewes District Councils cemeteries and Eastbourne Borough Councils cemeteries and crematorium you will provide clear leadership and management to the team, ensuring the highest of the standards expected by the Institute for Cemeteries and Crematoria Management's (ICCM) Charter for the bereaved.

As Senior Specialist Advisor you will be responsible for the day to day operation of the Crematorium and Cemeteries, ensuring services are delivered professionally and efficiently. You will ensure the customer experience develops and advances through continuous improvement of processes and ways of working, and to ensure our services meet the needs of the community.

You will also be responsible for the pastoral care of the team, building strong working relationships with funeral directors, officiants, and families to ensure the accurate, professional and respectful handling of the deceased. Excellent attention to detail is a must to ensure the correct handling of cremation papers.

Working in a sensitive and sometimes challenging environment, you must be a strong leader, team player, well organised, have excellent communication skills with the ability to work with the public in a sensitive and empathetic way. Good IT skills and being flexible to the challenging demands of the work are essential.

Job Description

Post Title	Customer First Resolution Team Senior Specialist Advisor (Bereavement services)
Department	Customer First
Division	Service Delivery
Grade / salary	F
Reports to	Customer First Resolution Team Operational Manager (Regulatory services)
Date prepared	January 2021

Job Purpose

- To ensure the bereavement service is managed in accordance with legislation, best professional practice and the policies adopted by Eastbourne Borough and Lewes District Council.
- To ensure the sensitive and respectful disposal of the dead by burial or cremation.
- To direct the continuous improvement of high quality bereavement services.
- Provide operational management and leadership to drive and motivate a team of staff.

Key Tasks

1. Responsible for the day to day operation of the Eastbourne Cemeteries and Crematorium and Cemeteries within the Lewes District.
2. To lead, manage staff including setting of clear targets and objectives and proactively managing work, performance and priorities.
3. To carry out effective recruitment, induction, coaching and development of staff in line with corporate standards.
4. In consultation with the Head of Service, other managers and specialists develop, implement and monitor strategy, policy, service and financial plans and budgets to provide best value to the Council.

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5. Work closely with customer communications to ensure the delivery of a high profile, sensitive bereavement service.
 6. To act as the councils expert on bereavement services and advise on the implications of new legislation, protocols and procedures requiring changes and to ensure that all relevant staff are aware of such changes.
 7. To monitor the performance of the grounds maintenance contract to ensure the upkeep of the cemeteries and crematorium reporting any issues to the relevant contract monitoring officer in a timely manner.
 8. To produce annual service and financial plans ensuring the bereavement service is providing best value for the Council. To translate targets and objectives into specific, measurable, achievable, realistic and time limited (SMART) operational actions, to ensure that these can be cascaded to staff and included within annual appraisal and development plans.
 9. Manage the bereavement service budget and ensure effective deployment of resources.
 10. To ensure that all statutory records relating to burial and cremation are entered and maintained daily.
 11. To establish and maintain effective information and quality management systems.
 12. To manage and develop systems for the dedication of memorial facilities.
 13. To develop, implement and manage the Risk Assessment Programme of all cemetery memorials and to ensure appropriate action is taken regarding unsafe memorials.
 14. To develop, implement and monitor business plans, policies, practices and procedures to ensure the bereavement service reflects best practice.
 15. To participate in the preparation and production and presentation of reports to Cabinet and Council Committees in relation to the work of bereavement services.
 16. To promote and develop regular liaison with the public, Clergy, Funeral Directors and other external agencies to ensure that the service is carried out in accordance with the requirements of the bereaved.
 17. To promote a culture which is supportive of the Council's purpose, aims, vision and values, taking all reasonable steps to maintain good employee relations and in accordance with the Council's employee management policies and procedures.
 18. To work with other managers to ensure equality of opportunity in service delivery in line with corporate standards, policies and procedures and to promote consistently high standards of customer service both internally and externally.

19. To regularly evaluate and appraise systems and procedures identifying areas for improvement to maximise effective and efficient operations of the bereavement services.

Corporate Accountabilities

1. To promote equality of opportunity in service delivery in line with strategic commitment and corporate standards, policies and procedures and promote consistently high standards of customer service both internally and externally.
2. To promote a culture that is supportive of the Councils’ purpose, aims and values, and to take all reasonable steps to maintain good employee relations
3. Staff are encouraged to participate fully in promoting a safety culture to protect the safety and health of themselves, colleagues and other people affected by the Council’s activities
4. To understand and apply the council’s Data Protection and Data Quality policy and procedures
5. Any other duties commensurate with the nature of the post.
6. You will be required to support Eastbourne Borough and Lewes District Councils’ corporate priorities and to ensure business continuity eg emergency response, elections, deployment to critical services.
7. To work within the councils’ Management and Core Competencies Framework(s). Central to the delivery of the role are the values and behaviours set out below. These are shared by all employees and applied to everything we do. The bullet points for each competency are examples of performance required:

Management Competencies

Leadership	<ul style="list-style-type: none"> • Inspires and engenders commitment in others. • Leads from the front and by example. • Presents a united and corporate view.
Managing and Developing Performance	<ul style="list-style-type: none"> • Coaches and supports individuals and teams to perform at their best, motivating and developing them to achieve high performance.
Managing Resources	<ul style="list-style-type: none"> • Ensures the council’s priorities are achieved through planned action programmes.

	<ul style="list-style-type: none"> • Makes best use of resources, ensuring value for money.
Managing Change	<ul style="list-style-type: none"> • Embraces, facilitates, implements and manages change to improve and develop services.

Core Competencies

Sharing the Vision – Shaping the Future	<ul style="list-style-type: none"> • Understands the Council’s purpose, goals, objectives and values, and is willing to behave consistently with them. • Knows the strategic direction of the Council and acts in support of it.
Communicating Well	<ul style="list-style-type: none"> • Contributes to and participates in an organisation where high quality information flows smoothly both internally and externally. Works positively to gain understanding from others.
Driving Improvement, Performance and Results	<ul style="list-style-type: none"> • Takes responsibility and ownership for decisions, actions and results. • Takes actions to improve skills, knowledge and level of contribution. • Seeks and delivers high standards for self, team and Council.
Self Management – self motivated and professional	<ul style="list-style-type: none"> • Is organised and uses time and technology efficiently. Adopts a flexible approach to change.
Delivering for our Customers	<ul style="list-style-type: none"> • Demonstrates a desire to identify and give priority to meeting the needs of internal and external customers, generating high levels of customer satisfaction.
Working Together	<ul style="list-style-type: none"> • Actively contributes to team working, sharing information, valuing the input of others. Works cooperatively and is committed to building productive, positive relationships.

	<ul style="list-style-type: none"> • Demonstrates commitment to achieving overall team objectives.
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This job description sets out the duties of the post at the time it was drawn up. Such details will vary from time to time without changing the general character of the duties or the level of responsibility involved.

PERSON SPECIFICATION

QUALIFICATIONS

<p>Essential</p> <ul style="list-style-type: none"> • Degree or equivalent or strong relevant experience • ICCM management diploma 	<p>Desirable</p> <ul style="list-style-type: none"> • Management qualification such as ILM
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TRAINING

<p>Essential</p> <ul style="list-style-type: none"> • Health and safety • Management principles and practices • Customer Service 	<p>Desirable</p> <ul style="list-style-type: none"> • Coaching • Contract monitoring
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SKILLS & ABILITIES

<p>Essential</p> <ul style="list-style-type: none"> • Lead, motivate and develop a team of staff setting agreed SMART performance targets • Ability to think corporately and strategically • Ability to deliver high levels of customer and stakeholder service • Good communicator and team player • Proactive approach to issues • Decision making and problem solving skills and ability to think innovatively and practically • Report writing, presentation and influencing skills 	<p>Desirable</p> <ul style="list-style-type: none"> •
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<ul style="list-style-type: none"> • Ability to handle effectively all aspects of organisational change • Proficient in relevant IT software applications • Ability to work in partnership • Flexible and proactive approach 	
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KNOWLEDGE

<p>Essential</p> <ul style="list-style-type: none"> • Service and Financial Planning • Budget management and monitoring • Risk Management • Broad knowledge of the councils’ services and systems • Equalities • Effective customer service • Human resource management principles and procedures 	<p>Desirable</p> <ul style="list-style-type: none"> • Contracts and procurement methods and practices
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5. EXPERIENCE

<p>Essential</p> <ul style="list-style-type: none"> • 	<p>Desirable</p> <ul style="list-style-type: none"> •
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6. PHYSICAL, LEGAL AND OTHER REQUIREMENTS

<p>Essential</p> <ul style="list-style-type: none"> • Willingness to work within the councils’ <i>Management</i> and Core competency frameworks • An engaging, enthusiastic and positive manner with a strong “can do” approach 	<p>Desirable</p> <ul style="list-style-type: none"> •
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All staff must be prepared to have an understanding of the Equal Opportunities, Customer Care and Health and Safety policies. Managers in particular, must have a commitment to implement and abide by these policies.

TERMS AND CONDITIONS

Lewes District and Eastbourne Borough Councils have been on a transformational journey to fully integrate services. This has involved integrating staff teams, processes and systems whilst still retaining sovereignty of the individual councils.

The employer will be Eastbourne Borough Council.

Duration

This is a Permanent contract.

Conditions of Service

The conditions of service for this post are for the National Joint Council (NJC) for Local Government Services. The post is graded Band F.

Salary

The spinal column points (SCP) for the post are as follows:

SCP 32	£35,745	SCP 37	£40,876
SCP 33	£36,922	SCP 38	£41,881
SCP 34	£37,890	SCP 39	£42,821
SCP 35	£38,890	SCP 40	£43,857
SCP 36	£39,880	SCP 41	£44,863

Hours

The hours for this post are 37 a week. These will be worked within operational requirements. Actual starting and finishing times will be agreed with your manager. Within these boundaries the Council operates a flexitime scheme for all but Heads of Service. Details will be supplied to the successful candidate upon appointment.

F Band and higher posts: Incident Liaison Officer

As part of the duties of this role, you may be asked to become an Incident Liaison Officer for the Councils under the Civil Contingency responsibilities. This work involves taking the emergency phone for up to 4 weeks each year and being available to respond to a serious multi agency incident out of hours during the rostered weeks.

Place of Work

Your normal place of work will be from home, but you may be required to work anywhere within the Lewes District and Eastbourne Borough boundary. However, the Councils can support remote working and anticipate that, further to induction and training, presence in the office or, if applicable, for site visits or other council activity, will be regular

Agile Working

Many of our roles are suitable for remote working and staff are provided with the equipment to do this safely and effectively.

Probationary Period

All posts are subject to a six months' probationary period where your suitability for the post will be assessed. During this time your progress will be reviewed and discussed with you at regular intervals.

Annual Leave

The leave year runs from 1 April to 31 March and entitlement varies with length of service. The current minimum entitlement is 25 days. This increases to 29 days in the leave year following completion of five years' service. Subject to the demands of the post, you will normally receive additional paid leave on each Public Holiday.

An employee who starts part way through the year will receive a proportion of the basic holiday entitlement. For operational reasons some Service Areas have to restrict the maximum amount of holiday taken at any one time and its timing in the year. Holiday commitments entered into before taking up an appointment will be honoured wherever possible.

Notice Period

The contract of employment applicable to this post will specify a minimum period of two calendar months increasing to three calendar months when paid from SCP 40, to be given by either side.

Pension

We provide membership of the Local Government Pension Scheme (LGPS) to employees aged under 75 who have a contract of employment that is for at least 3 months. The LGPS is a qualifying pension scheme, which means it meets or exceeds the government's standards.

All employees are automatically entered into the Local Government Pension Scheme unless they choose to make alternative provision for pension. Scheme members contribute the percentage of salary as set out in the table below. We will also make an employer's contribution to the scheme.

The contribution bands with effect from 01 April 2020 are:

Pay Range	Contribution
Up to £14,600	5.5%
£14,601 - £22,900	5.8%
£22,901 - £37,200	6.5%
£37,201 - £47,100	6.8%
£47,101 - £65,900	8.5%
£65,901 - £93,400	9.9%
£93,401 - £110,000	10.5%
£110,001 - £165,000	11.4%

More than £165,001

12.5%

The pay ranges will be increased each year from 01 April in line with inflation.

Based on the salary for this role, the contribution will be 6.5% increasing to 6.8% when paid from SCP 40