

Job Description

Job Title	Cemeteries and Crematorium Administrator
Grade	Band E
Reporting To	Assistant Registrar
JD Ref	OPS0022G

Purpose

To provide a high quality, professional and empathetic Cemeteries and Crematorium service to the recently bereaved, provide advice, guidance and support to relatives. To undertake all administrative duties associated with cemeteries, crematorium and memorialisation.

Main Duties And Responsibilities

Behavioural:

- Enjoy, achieve, create impact, and thrive in the role and organisation.
- Live our values in the role and organisation.

Communication, Engagement and Training:

- Work closely with the crematorium and cemetery supervisors; team leaders and area managers to improve the image of Wirral's Cemeteries and Crematorium service.
- Assist the Medical Referees/Medical Examiners in the gathering of information for the authorisation of cremation documents.
- Provide a professional and empathetic service to members of the public wishing to arrange a funeral without a Funeral Director; attended strew witnesses; or the collection of cremated remains.
- Assist with the management of memorial safety within Wirral's Cemeteries and closed churchyards.
- Liaise with Stonemasons, Funeral Directors and members of the public in regard to completing, checking information and processing permits for memorial headstone applications in line with council policy.
- Provide and assist in the completion of forms to the general public and Funeral Directors, verifying supporting documentation and ensuring that forms are fully and accurately completed.
- Responsible for customer enquiries both face to face and via the telephone and assisting with the investigation of complaints.
- Support and attend team briefings and meetings, contributing to an open and honest work environment.
- Assist in the training of new staff.
- Be responsible for the opening and closing of the cemeteries office and book of remembrance chapel.

Data Analysis and Decision-Making:

- Take responsibility for the booking of burials and cremations, including the processing of payments, ensuring that all statutory administrative requirements are met with regards to burials and cremations.
- Prepare advice notices of funerals and prepare all relevant documentation to permit the burials and cremations to proceed to a professional and empathetic standard.
- Maintain all statutory records and relevant systems with regards to burials, graves, cremations and memorials.
- Prepare and produce deeds for owners of new graves; and administer the transfer of deeds ensuring appropriate records are maintained.
- Maintain records for the production of accounts of fees incurred by undertakers and stonemasons and to be responsible for petty cash disbursements.
- Respond to correspondence and be responsible for general office duties including counter and telephone enquiries including complaints in line with the Council's standards.
- Be responsible for all applications for a range of memorials including Sanctum, Book of Remembrance inscriptions and the sale of after cremation keepsakes.
- Assist in delivering and maintaining a cost effective service and achieving income targets of over £3 million.
- Responsible for petty cash disbursements.
- Accept and process payments, with regards to burial, cremations and memorials.

Compliance:

- Adhere to and comply with all relevant corporate policies and procedures including Health & Safety, General Data Protection Regulations (GDPR), Corporate Governance and Code of Conduct.

Other:

- Any other duties commensurate with the grade.

Role Specific Knowledge, Experience And Skills

Qualifications

- *Desirable - Institute of Cemetery and Crematorium Management Certificate or Diploma and to undertake study in the same.*
- *Desirable – Proven Customer Service experience / qualification*
- *Desirable – First Aid Qualification*

Knowledge & Skills

- Good interpersonal skills; empathetic listener; sympathetic manner and understanding
- To be able to work flexibly in a demanding environment in a positive and productive manner.
- Ability to demonstrate commitment and enthusiasm to the provision of a high quality and empathetic customer-oriented service.
- Ability to input, process and retrieve information from databases, burial and grave registers to generate solutions on customer's behalf.
- Support colleagues by sharing knowledge base.
- Ability to use initiative.



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- Understanding of the Equal Opportunities Policies and diversity issues and their application in a working environment.
- Ability to sensitively deal with the bereaved.
- Numeracy and literacy skills including letter writing.
- *Desirable – Experience of using IT software (MS Word, Excel, Outlook etc) and ideally bespoke Industry Software (Plotbox, BACAS or Gower etc)*

Experience

- *Desirable - Appreciation of Burial and Cremation Services.*
- *Desirable – Working with funeral directors and other related disciplines*
- *Desirable – Be able to identify and interpret customer needs and generate solutions*
- *Desirable – Dealing directly with members of the public*
- *Desirable – Be able to embrace new innovative methods of working and adapt to changing working environments.*
- *Desirable – Health and Safety Requirements relevant to the service.*
- *Desirable – Dealing with difficult situations*
- *Desirable – Ability to visit crematory, view coffins and handle cremated remains containers and support and assist the recently bereaved.*

Additional Information

Ability to travel across the Borough and work from various locations.

Expected to work from a fixed location (subject to change).

On occasion, able to work outside traditional hours, of a weekend and evening as required, adopting a flexible working approach in response to business requirements.

Health & Safety Considerations:

- Moving or handling heavy loads
- Lone working
- Work with VDUs (Video Display Unit) (>5hrs per week)
- Exposure to persons with challenging or aggressive behaviour

Approved By: Lisa Parkes, Cemeteries & Crematorium Senior Manager

Date Of Approval: 23rd December 2025



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