

Cemeteries & Allotment Coordinator

Job Summary

Windlesham Parish Council is seeking to recruit an enthusiastic and committed individual to join a small team supporting a large Parish Council.

The post holder will provide a comprehensive range of clerical and administrative duties to ensure the Parish Council successfully fulfils its role as a burial authority and allotment provider.

In addition, they will work as part of the team, supporting the Clerk and Assistant Clerk with the overall administrative function of the Council.

Duties of the post

1. Cemetery & Allotment Administration

- 1.1. To manage burial and memorial administration carrying out bookings, recording and processing of statutory documentation, as well as maintaining grave registers and cemetery plans.
- 1.2. To deal with funeral directors and members of the public in relation to all aspects of cemetery administration, including exclusive rights of burial and deed transfers.
- 1.3. To assist the public in the selection and identification of graves, by delivering accurate and relevant information.
- 1.4. To identify burial plots in preparation for interments.
- 1.5. To process payments for bereavement services including burials and memorialisation
- 1.6. To use and maintain computer-based record systems and manual records as required.
- 1.7. To ensure memorial inspections are carried out maintaining a safe environment at all times.
- 1.8. To monitor condition of all cemeteries, obtaining quotes for additional work where necessary

1.9. Maintain the allotment waiting list, undertake monthly checks of allotments and make arrangements for the annual renewal of allotment rents

2. General Administration

- 2.1 To deal with queries from members of the public in person, by phone or by email and escalating these where necessary.
- 2.2 To place Parish Council adverts in relevant local media and/or on parish noticeboards
- 2.3 To maintain relevant sections of the Councils operations manual
- 2.4 Post information of public interest on the Facebook pages
- 2.5 To assist Operations Coordinator and provide cover during times of annual leave
- 2.6 To undertake such other relevant duties as may from time to time be required by the Clerk or Assistant Clerk.

3. Training

The postholder will be expected to undertake the following training, which will be provided by Windlesham Parish Council:

- 3.1. Training on council procedures
- 3.2. Any other training appropriate to the role

4. Person Specification, Qualifications, and experience

	Essential	Desirable
Relevant Qualifications	<p>A high standard of education – minimum requirement</p> <ul style="list-style-type: none"> • Maths and English GCSE's or equivalent • 3 A' Levels or equivalent 	
Relevant experience, skills and knowledge	<ul style="list-style-type: none"> • Strong IT and computer skills, including MS Office, 365 and MS Teams, or similar virtual working environment. • Proven administration skills, demonstrating a high level of accuracy 	<ul style="list-style-type: none"> • Knowledge and understanding of local council administration.

	<ul style="list-style-type: none"> • Ability to provide information, advice and guidance to the public effectively, both orally and in writing. • Ability to communicate at all levels using online resources such as websites and social media. • Ability to work to deadlines especially with competing demands. • Commitment to excellent customer service, demonstrating the ability to deal with members of the public in a tactful and sensitive manner. • Ability to set up and maintain manual and electronic filing systems. • Ability to work as part of a team and on own initiative. • Be able to drive and hold a current UK driving licence 	<ul style="list-style-type: none"> • Previous experience working in an environment that deals with bereavement issues. • Practical experience of working in a busy office environment.
Attitudes and Disposition	<ul style="list-style-type: none"> • Empathetic & Confident communicator • Flexible approach to work • Resilient 	

5. Additional Information

5.1. 18 hours per week, worked over 3-4 days.

5.2. It is essential that the post holder holds a current UK driving licence and has access to a vehicle

5.3. Salary on the Local Government Pay Scale LC1, SCP 13-17, Actual part time salary £12,140-£13,057. (FTE £24,948-£26,845)