

# CROYDON COUNCIL

## ROLE PROFILE AND PERSON SPECIFICATION

**DEPARTMENT:** Gateway, Strategy and Engagement

**DIVISION:** Gateway Services

**JOB TITLE:** **Statutory Funerals Officer**

## ROLE PROFILE

Job Title:	Statutory Funerals Officer
Department:	Gateway, Strategy and Engagement
Division:	Gateway services
Grade:	Grade 7
Hours (per week):	36
Reports to:	Office and Records Manager
Responsible for:	
Role Purpose and Role Dimensions:	To arrange funerals and protection of property in accordance with Section 46 of the 1984 Public Health Act. Keep abreast of current legislation and policies governing statutory funerals. To ensure the confidentiality of information held electronically or on paper in accordance with departmental policy, the requirements of the Data Protection Act 1998 and Caldecott principles.
Commitment to Diversity:	The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.
Key External Contacts:	Deceased person's relatives Deceased person's relatives Utility Companies Building Societies Banks Solicitors Private Landlords Funeral Directors Police Missing Persons Unit Hospitals Treasury Solicitors

	Pensions (Private) DWP GP's Other local authorities Any other person/persons who may have an interest in the deceased's affairs.
<b>Key Internal Contacts:</b>	Housing Council Tax Care Managers Registrars Bereavement Services Office Team General Assistants
<b>Financial Dimensions:</b>	To ensure that all monies received by the section are recorded receipted and banked in accordance with procedures. Obligation to recoup wherever possible funds to offset the cost incurred. Protect the financial interest of the deceased by securing the property and retrieving assets.
<b>Key Areas for Decision Making:</b>	To make referral to the Treasury Solicitor for deceased residents with an estate valued at over £500.00, where no legal Will or known next of kin have been found, and assist the Treasury Solicitors in locating beneficiaries of the estate. Decide who is the entitled next of kin and advise them accordingly. To ensure that funerals fall within the Council's statutory obligations.
<b>Other Considerations:</b>	Ability to drive and hold a full driving licence Must be prepared to register the death of the deceased as necessary Must be prepared to participate in the Bereavement Services programme of events this includes some out of hours and weekend working.

**Is a satisfactory disclosure and barring check required?**  
[\(click here for guidance on DBS\)](#)

Standard DBS check

**What level of check is**

required?

Is the post politically restricted  
([Click here for guidance on political restriction](#))

No

Is the post exempt from the Rehabilitation of  
Offenders Act (ROA) 1974  
([Click here for guidance on ROA](#))

Yes

### Key Accountabilities and Result Areas:

To be responsible for the  
Statutory Funerals and Protection  
of the deceased's property

### Key Elements:

#### This will involve:

- Ensure that timely arrangements are made for the proper burial or cremation of deceased persons where no alternative suitable arrangements would be made.
- Ensure that access to and searches of deceased person's premises are undertaken sensitively, with appropriate authority and that contents of any value are inventoried and small items of value are removed to secure storage in compliance with procedures.
- Ensure that thorough searches and investigations are undertaken in order to identify important documents (Will, financial papers etc), next of kin, preferences regarding funeral arrangements, religious beliefs etc.
- Establish whether there is known next of kin and their whereabouts.
- Register death and liaise with contracted Funeral Directors.
- Complete relevant documentation and deliver to Funeral Directors.
- Liaise with family and friends re specific requirements for funeral service etc.
- Scrutinise Council database's in order to establish if deceased is known to the department and advise of death.
- To maintain an awareness of current best practise and legislation and make proposal to the team leader in respect of any required changes to working procedures.

To be responsible for the day  
to day workload management  
and prioritisation of tasks

#### This will involve:

- Ensure compliance with Financial Regulations and Internal

Audit requirements for secure storage of effects including monies, bank and building society books, stocks and bonds etc.

- Liaise with Housing, Police and Tradesmen to arrange access to the property
- Liaise with relatives and friends with regard to funeral arrangements.
- Deal with general correspondence and tasks of a financial nature.
- Correspond with creditors and other interested parties.
- Accurately record items of property recovered in respect of the deceased on the Council's computer system.
- Liaise with any other interested party who may have an interest in the deceased's affairs.

### **Finalise and settle deceased person's affairs**

#### **This will involve:**

- Ensure compliance with Financial Regulations and Internal Audit requirements for secure storage of effects including monies, bank and building society books, stocks and bonds etc.
- Liaise with Housing, Police and Tradesmen to arrange access to the property
- Liaise with relatives and friends with regard to funeral arrangements.
- Deal with general correspondence and tasks of a financial nature.
- Correspond with creditors and other interested parties.
- Accurately record items of property recovered in respect of the deceased on the Council's computer system.
- Liaise with any other interested party who may have an interest in the deceased's affairs.

### **Banking of Money Owed to Adult Social Services**

#### **This will involve:**

- Working to strict deadlines to ensure money is allocated in accordance with Departmental guidelines
- Keep paperwork in an orderly fashion, in keeping with Audit requirements.
- Ensure safe storage of Valuables, Cash, Cheques
- Liaise with officers to accurately label transactions on the client database.

### **Reconciliation of all costs associated with each case**

#### **This will involve:**

- Ensure weekly audit of valuables itemised on a spread sheet is conducted and updated with any new items previously listed on client database.
- Ensuring all valid fuel and parking expenses are recorded

and claimed in line with Council policies and procedures.

- All other costs associate with the case are recorded and claims on the estate are submitted promptly. These include but are not limited to:
  - Telephone calls
  - Letters
  - House searches
  - Tradespersons
  - Registrars costs
  - Postage
  - Officer time

### **Upholding the Council's image and improve awareness of the service**

#### **This will involve**

- Devise, implement and review strategies to deliver service targets, taking into account new demands from legislation, best practice and organisational change.
- Ensure that the Funeral Budget is managed in the Council's best interest and in accordance with Departmental procedures.
- Promote and develop the service within the Council and externally
- Represent the Council at external meetings, if required, in respect of statutory funerals.
- Maintain conduct/behaviour in a manner appropriate to an open plan environment.

### **Protection of Public Health**

#### **This will involve:**

- Ensure appropriate clearance of the deceased persons premises in order that risk to public health is minimised.

### **Confidentiality**

- Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

## Data Protection

- Being aware of the council's legal obligations under the Data Protection Act 2018 (the "2018 Act") and the EU General Data Protection Regulation ("GDPR") for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.
- Maintaining customer records and archive systems in accordance with departmental procedures and policies as well as statutory requirements.
- Treating all information acquired through employment, both formally and informally, in accordance with the **Workforce Data Protection Policy**.
- There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

## Equalities and Diversity

- The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

## Contribute as an effective and collaborative team member

### This will involve:

- Participating in training to demonstrate competence.
- Undertaking training as required for the role.
- Participating in the development, implementation and monitoring of service plans.
- Championing the professional integrity of the service.

## Health and Safety

- Being responsible for own Health & Safety, as well as that of colleagues, service users and the public.
- Employees should co-operate with management, follow established systems of work, use protective equipment and report defects and hazards to management.
- Managers should carry out, monitor and review risk assessments, providing robust induction and training packages for new and transferring staff, to ensure they receive relevant

H&S training, including refresher training, report all accidents in a timely manner on council accident forms, ensure H&S is a standing item in team meetings, liaise with trade union safety representatives about local safety matters and induct and monitor any visiting contractors etc, as appropriate.



# Person Specification

**Job Title:** Statutory Funeral Officer

**Essential knowledge:** Section 46 of the 1984 Public Health Act pertaining to Statutory Funeral obligation.  
Current legislation and policies governing statutory funerals.  
Departmental policies governing confidentiality of information held the requirements of the Data Protection Act 1998 and Caldilott principles.  
Knowledge of the responsibilities and operational activities of the Adult Social Care.  
An understanding of customer needs and expectations, and a commitment to the continuous improvement of service delivery.  
Customer Focus, Best Value and Data Protection policies.  
An understanding of Local Authority finance

**Essential skills and abilities:** Communication skills both verbal and written.  
Ability to present information in a confident, fluent and clear manner both face to face and over the telephone  
Ability to deal sensitively, tactfully and responsively with a range of people both face to face and on the telephone.  
Ability to organise own workload and work under pressure  
Problem solving skills  
Ability to build strong interpersonal relationships with a variety of other departments and organisations.  
Keen eye for detail and strong investigative skills  
Administrative skills, able to produce reports, procedures etc and respond in writing to request for information or complaints  
Ability to present information  
Ability to persevere to overcome obstacles  
Problem solving skills  
Ability to work with limited supervision, take responsibility for actions and make appropriate decisions with minimal referral to others  
Ability to remain calm  
Ability to search the deceased home thoroughly, identify important document and to deal with a variety of conditions that the property may be in.  
Ability to demonstrate a high level of accuracy and numerical skills to maintain financial records and produce statistical information  
Ability to provide an excellent level of customer service at all times, relating to people in a sensitive manner, with regard to diversity and respect for different religious and cultural needs.  
Ability to work flexibly to meet the fluctuating workloads and changing demands of the service

**Essential experience:** Experience of working in an office environment, including the appropriate use of information technology.  
Experience of working with people in a vulnerable or distraught condition  
Experience of accurate record keeping particularly in relation to

finance.

**Special conditions:**

To hold a full driving licence and to use own transport for work purposes when necessary.

To pass the Councils driving test to be able to drive the appropriate Council vehicle in relation to the role.

To act as a support to the team of Bereavement Services Advisors during periods of high absence or during particularly busy periods, to conduct chapel duties and scatter witness services as and when required to do so.

Willing to participate in services events outside of your regular working hours.

To have a flexible approach to working and be willing to work extra hours at short notice particularly in the event of a civil disaster or with the introduction of the Boroughs emergency contingency plan.