

Administration Officer - Cemeteries Business Support

Salary: Band: 5, £25,652 - £27,363 p.a.

37 hours per week

The Service

The city council currently owns and operates three cemeteries within the city of Portsmouth, these are Milton, Kingston and Highland Road Cemeteries.

Our vision for bereavement services in Portsmouth is that we will meet the needs of the bereaved people and the wider community by providing burial and commemoration of the dead in a range of ways that respect the requirements of our diverse community and ensure that the significant green spaces in our cemeteries are well-maintained, attractive and accessible to residents as places of reflection, learning and recreation.

As a service we take pride in our work by valuing others, focusing on what's important so that we make a real and positive difference. Our values are outlined in our Ways of Working and if they reflect how you are and how you work then this could be the role that meets your expectations.

What is the role?

Part of the Culture Leisure and Regulatory Services Directorate, this post reports to the Cemeteries Manager.

Working within a small team you will be responsible for the daily operations of the Cemetery service. You will support the Cemeteries Manager and Assistant Manager assisting with the necessary administrative tasks in the cemeteries office. This will include covering for the Cemeteries Manager and Assistant Manager as and when required.

Working within a busy office environment you will be expected to carry out a range of varied tasks to assist with everyday administration in the cemeteries office, these are listed below but are not limited to:

- Assist with the daily operations of the burial service and liaisons with Funeral Directors and Church representatives.
- Completion of records and ledgers, both manual and computerised
- Spreadsheet management/editing
- Responding to and recording of general enquiries in person, by phone and by email
- Compliance with data protection where relevant to customer data and records management
- Office stationery ordering and administration
- Administration of grave renewals and memorials
- Financial administration - new customer set up, collection of monies, purchase orders, invoicing, receipting and payments
- Monitoring of cemetery shared inbox



- Liaising with other internal departments to resolve issues that may arise relating to the grounds, buildings, equipment and/or staff
- Liaising with Community Wardens/Police to report vandalism, anti-social behaviour and any other necessary issues
- Observing your statutory duty to all Health and Safety rules and to take reasonable care to promote the health and safety of yourself and others
- Acting in a way that supports and promotes Portsmouth City Councils equal opportunities policy, which aims to ensure everyone has equal treatment and equal access to employment and services

The emphasis of each task will vary according to the priorities of the service. The remit of all tasks and duties required are commensurate with the post.

The role is primarily office based at Kingston Cemetery but there may be a requirement to work from another office base in the city on occasion.

The hours of the post will be required to cover the core office period to meet the operational needs of the business and flexibility will be subject to business need.

Who is the person?

You need to have:

1. Excellent attention to detail as this is of paramount importance
2. Good communication skills with the ability to communicate effectively in a sensitive, compassionate and confidential manner with customers in person or on the telephone whilst displaying a customer-focused approach to service delivery. The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.
3. The ability to demonstrate an organised approach to work, being able to work under pressure to deliver outcomes during peak periods whilst organising your own workload to ensure you are still able to meet tight deadlines and prioritise workloads.
4. The ability to work as part of a team to ensure smooth delivery of the service and to be flexible and adaptable to enable you to provide cover during absence periods and to adapt to changing workloads.
5. Understand the importance of accurate and timely processing of financial information.
6. Possess good numeracy, literacy and strong IT skills and be familiar with IT applications comprising the Microsoft Suite (Word, Excel, Powerpoint, Outlook).
7. Be motivated to learn and become able to use Microsoft Sharepoint & Teams.
8. Be able to accurately input data into systems and online, using IT to facilitate this.



9. Be self-motivated and proactive towards work and able to use your initiative as there will be times when you will work on your own or with limited supervision.
10. Be a team player who is flexible and will take on tasks commensurate with banding.
11. Experience of working in a cemetery/bereavement environment is desirable but not essential
12. Full working knowledge of Microsoft Office 365 suite including: Word, Excel, Outlook, Powerpoint.
13. Previous experience in an administrative office support role.
14. A numerate and literate person, with good Maths and English skills to fulfil the needs of the role.
15. Previous experience in using Microsoft Sharepoint and Teams would be desirable.

Additional information:

How to apply: Please see attached documents at the bottom of the Job page and ensure you fully read and follow the guidance so you fully demonstrate how you meet the points on the job profile.

General Data Protection Regulation (GDPR)

As part of any recruitment process, Portsmouth City Council collects and processes personal data relating to job applicants. Portsmouth City Council is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations under the General Data Protection Regulations (GDPR).

Completing and sending an application in for a vacancy is your consent for us to process your data for the purpose of recruitment. Your data is not used in any other way and you can withdraw your consent at any point in the recruitment process and we will destroy or delete your information.

For more detailed information on what we collect, how we use, store, delete data and your rights you can access a privacy statement on our Job board.

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.