



A day in the life of...

A Bereavement Services Business Support Officer (Grade 5)

Here are some of the tasks you might perform in a typical day:

- Dealing with telephone calls and emails from Funeral Directors, members of the public, suppliers and other departments within Kirklees Council.
- Inputting both burial and cremation paperwork to ensure the smooth operation of funerals.
- Processing memorial application forms and ordering memorials.
- Checking permits for headstones.
- Backlogging graves.
- Recording grave information – memorial safety inspections.
- General data input and use of Microsoft packages to produce letters, spreadsheets and reports.
- Ordering materials and equipment through our SAP finance system.
- General filing and scanning.
- The main reception counter – which will require liaising with members of the public and Funeral Directors.
- Assistance to the customer services officers and registrars.