

**Manchester City Council
Role Profile**

**Customer Care Officer, Grade 5
Bereavement Services, Neighbourhoods Directorate
Reports to: Assistant Manager – Customer Service
Job Family: Customer Service**

Key Role Descriptors:

The role holder will assess the needs of the customer and be conversant and knowledgeable in specific subjects providing a detailed and comprehensive level of service advice where appropriate.

The role holder will work as part of a team and contribute to the provision of a high quality service directly supporting service and organisational objectives.

Key Role Accountabilities:

Maintain a high level of expertise on service specific legislation, delivery activities, and all associated policies and procedures in order to provide quality advice to a range of customers.

Deal proactively with complex queries utilising customer service skills to ensure all issues are dealt with effectively, following up enquiries where appropriate.

Actively seek to detect and reduce fraud in order to protect the interests of the organisation.

Where appropriate carry out statutory duties working in line with all relevant legislation to ensure the provision of a high quality service.

Update and extract information from corporate and other data systems completing relevant documentation/service user records to a high standard, ensuring the accuracy and confidentiality of information produced.

Facilitate customer feedback and assist in identifying solutions to resolve issues and improve service delivery. Feedback any compromise in service or safety concerns immediately to a line manager.

Manage own workload to ensure individual and team targets are met and customers are dealt with promptly, working collaboratively with customers and any other relevant parties to enhance the delivery of the service.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications

Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.

Role Portfolio:

Bereavement Services deliver in the region of 3,000 burial and cremation services each year in the Council's five cemeteries and one crematorium. The Customer Care Officer role sits within the Customer Care Team which provides the administrative, financial and customer service function for the service. Bereavement Services actively participates in community engagement, working with community groups so they play a key role in the delivery of the service, in line with the Our Manchester Strategy.

Customer Care Officers are required to understand and keep up to date with Council policies, and legislation and procedures that are specific to the role, to ensure advice and support given to customers is accurate and appropriate. The post holder will provide a sensitive, professional and tactful service to a range of customers, which will include funeral directors and bereaved families.

Customer Care Officers main responsibilities include but are not limited to:

- Undertaking administrative duties in relation to burials, cremations and memorials. Completing relevant documentation, ensuring compliance with relevant policies, guidance and legislation.
- Liaising with bereaved families, service users and partner agencies to effectively deal with requests for service within designated timescales.
- Carry out the legal transfer of grave ownership.
- Dealing efficiently and courteously, with tact and diplomacy, to all queries and correspondence, both written and verbal from a wide range of internal and external customers.
- Providing a sales and advice service in a tactful and sensitive manner in relation to funeral packages and memorial products.
- Accurately processing payments for customers in line with Manchester City Council's Financial Regulations.
- Undertaking financial reconciliations and banking for income received.
- Carrying out visits to graves and memorials within cemetery grounds to deal with issues relating to service delivery and customer care.
- When required, escorting funeral cortèges to the graveside, providing a 'front of house' service within chapels and assist with traffic management duties.

The Customer Care team is required to work with the Infrastructure teams across all cemeteries and the crematorium, to coordinate and communicate tasks ensuring smooth and efficient delivery of the service.

Key Behaviours, Skills and Technical Requirements

Our Manchester Behaviours

- We are proud and passionate about Manchester
- We take time to listen and understand
- We 'own it' and we're not afraid to try new things
- We work together and trust each other
- We show that we value our differences and treat people fairly

General Skills

- **Communication Skills:** Demonstrates an understanding of the views of others and communicates in a realistic and practical manner using appropriate language and medium, listens attentively to views and issues of others and responds to issues arising.
- **Analytical Skills:** Ability to engage with stakeholders to identify information needs and to know how to go about obtaining the relevant information.
- **Planning and Organising:** Demonstrate the ability to organize multiple tasks in the most effective way, and allocate time and energy according to task complexity and priority
- **Problem Solving and Decision Making:** Is able to make effective decisions on a day-to-day basis, taking ownership of decisions, demonstrating sound judgement in escalating issues where necessary. Be logical in thinking and explain reasoning behind decisions or actions taken
- **ICT Skills:** Skills to use ICT systems to obtain and analyse data and present it effectively through a variety of ICT channels
- **Administrative Skills:** Ability to develop and maintain effective systems in a rapidly changing environment.
- **Financial Skills:** Numeracy and accuracy skills to handle numbers confidently, collate information and keep accurate and reliable records to help with monitoring and reviewing financial resources
- **Research & Intelligence:** Demonstrate the ability to analyse, organise and present research material in an appropriate format.

Technical Requirements (Role Specific)

- To work flexibly across all cemetery sites as required by the service. This will require travel between cemeteries.
- Commitment to undertake relevant training specific to the role