



# Bridgwater Town Council



**Cemeteries Administration  
Assistant**

**RECRUITMENT PACK**



## **Appointment of Cemeteries Administration Assistant**

This is a Part-time position

Working hours: 21 hours per week, **Monday, Wednesday, Friday**

Salary Scale SCP: 7 – 12 (£26,403 to £28,598 per annum) pro rata, plus NJC annual pay award and Local Government Pension Scheme.

Bridgwater Town Council is seeking a professional and organised Cemeteries Administration Assistant to support the smooth running of our bereavement services.

This is a rewarding opportunity to join a supportive team and help deliver high-quality, respectful services to the community.

- **As Cemeteries Administration Assistant, you will:**
  - Provide administrative support to the Cemeteries Co-Ordinator and help ensure the smooth running of the cemeteries office.
  - Act as a professional and sensitive point of contact for members of the public, funeral directors and stonemasons.
  - Support funeral and interment arrangements, process purchase orders and invoices, and assist with Freedom of Information and Subject Access Requests.

### **The ideal candidate will be:**

- Professional, organised and accurate, with strong attention to detail and record-keeping.
- Confident communicating sensitively with the public, colleagues, councillors and partner agencies.
- Committed to equality, health and safety, confidentiality, sustainability and ethical use of public funds.

Would you like to know more? To obtain an information pack with full details of the role and application form, please visit our website [www.bridgwater-tc.gov.uk/vacancies](http://www.bridgwater-tc.gov.uk/vacancies)

Completed application forms should be sent to: [hradmin@bridgwater-tc.gov.uk](mailto:hradmin@bridgwater-tc.gov.uk)

**Closing date for applications:** 9am on Tuesday 30 June 2026

**Interview date:** TBC

If you would like to discuss this position, please contact the HR department on 01278 427692

*Appointment subject to satisfactory references and pre-employment health checks*



**BRIDGWATER TOWN COUNCIL**  
Town Hall, High Street, Bridgwater TA6 3AS  
01278 427692  
townclerk@bridgwater-tc.gov.uk

## **Cemeteries Administration Assistant**

### Job Description

<b>Location</b>	Bridgwater
<b>Salary</b>	SCP 7 to 12 ( <b>£26,403 - £28,598</b> per annum, pro rata), plus an annual pay award in line with NJC terms and conditions and access to the Local Government Pension Scheme.
<b>Hours</b>	Part-time: 21 hours per week
<b>Leave</b>	25 days' annual leave, and public holidays, rising to 25 days after five years' service (pro rata).
<b>Reports to</b>	Operations and Environmental Manager

### **Role Summary**

The Cemeteries Administration Assistant provides vital support to ensure the smooth running of our bereavement services. In this role, you will act as a primary point of contact for the public, funeral directors and stonemasons, handling all enquiries with the utmost professionalism. Your core responsibilities will include maintaining burial and memorial records, co-ordinating memorial safety testing, processing invoices and providing essential administrative backup during team absences. You will work closely with internal staff and partner agencies to deliver high-quality, sensitive services to the community.

### **Key Responsibilities**

- Provide administrative support to the Cemeteries Co-Ordinator and help with the smooth running of the cemeteries office to deliver high-quality services.
- Receive, document and respond to enquiries from members of the public in a polite, professional and sensitive manner.
- Act as the main point of contact for the cemeteries administration function when the Cemeteries Co-Ordinator is absent.
- Liaise with funeral directors, stonemasons, internal staff and partner agencies as required.
- Maintain accurate and up-to-date burial and memorial records.
- Co-ordinate memorial safety testing with the Cemeteries Supervisor and operatives, including collecting data, raising job tickets and issuing notification letters to memorial owners.
- Assist the Cemeteries Co-Ordinator with arranging funerals and interments.
- Raise purchase orders and invoices, enter data into electronic systems, and carry out filing, archiving, photocopying and general record keeping.

- Support responses to Freedom of Information Act requests and Subject Access Requests.

### **Learning, Development and Engagement**

- Attend training courses relevant to the role and undertake appropriate training on electronic systems and administrative processes.
- Perform duties and achieve outcomes in line with agreed performance measures, key performance indicators and objectives set through appraisal and line management.

### **Wider Contribution**

- Maintain good communication with the Cemeteries Supervisor, Cemeteries Co-Ordinator, colleagues and councillors.
- Work closely with Bridgwater Town Council colleagues and partner agencies to maximise the effectiveness of the Council and its services.
- Be a supportive, flexible and innovative member of the Council team, helping to cover absences, seasonal pressures and high workloads where required.

This list is not exhaustive and may be reviewed from time to time to reflect the changing needs of the Council. The postholder may be required to undertake other duties reasonably requested and consistent with the level of the role.

### **Other Information**

#### **External and Internal Contacts**

- Work with councillors, residents, contractors, suppliers, employees and partner organisations.
- Communicate effectively in person, virtually, by telephone and in writing.

#### **Working Environment**

- Based in Bridgwater at the Town Hall and the Quantock Road Cemetery office as well as Bristol Road Cemetery., working as part of the Council’s cemeteries and bereavement services.
- The Council operates a smoke-free workplace policy across all Council buildings.
- The Council has a zero-tolerance policy on drugs. Where staff are using machinery (such as for grounds maintenance and cemeteries works) random drug testing is in place.

### **Bridgwater Town Council Values**

- Work in a way that reflects the Council’s values:

<b>Adaptable</b>	<b>Forward Thinking</b>
Respond positively to change	Plan ahead and focus on outcomes
<ul style="list-style-type: none"> <li>• Work flexibly to support the team.</li> <li>• Challenge existing ways of working.</li> <li>• Work together to solve problems efficiently.</li> </ul>	<ul style="list-style-type: none"> <li>• Show initiative and solve problems proactively.</li> <li>• Look for smarter, more efficient ways of working.</li> <li>• Plan ahead and anticipate change.</li> <li>• Use technology to improve services and reduce cost.</li> </ul>

<b>People Orientated</b> Work together to achieve shared goals	<b>Integrity</b> Act with honesty, openness and accountability
<ul style="list-style-type: none"> <li>• Focus on customer needs and fairness.</li> <li>• Value the skills and experience of others.</li> <li>• Encourage initiative and ownership.</li> <li>• Listen, engage and use feedback to improve.</li> <li>• Be approachable, calm and respectful.</li> <li>• Communicate clearly and avoid jargon.</li> </ul>	<ul style="list-style-type: none"> <li>• Take responsibility for actions and outcomes.</li> <li>• Challenge poor or unfair practice.</li> <li>• Keep personal data confidential and secure.</li> <li>• Act consistently and transparently.</li> <li>• Remain professional in challenging situations.</li> </ul>

### **Equal Opportunities and Anti-Discriminatory Practices**

All employees are expected to uphold equal opportunities, inclusion and anti-discriminatory practice in their work.

### **Health and Safety at Work**

The postholder is required to follow the Council's Health and Safety Policy and all relevant health and safety procedures.

### **Data Protection Act 2018**

Employees who process or handle personal data must comply with data protection legislation and the Council's Data Protection Policy.

### **Council Policies**

The postholder is expected to be familiar with and comply with all relevant Council policies and procedures.

### **Performance Management**

The postholder will take part in the Council's performance review process, including an annual appraisal, a six-month review and regular one-to-one meetings with their line manager. This will inform an ongoing personal development plan aligned to Council objectives.

### **Environment / Sustainability**

Support the Council's environmental and sustainability objectives and consider the environmental impact of day-to-day activities and decisions.



## Cemeteries Administration Assistant

### Person Specification

	<b>Essential Attributes</b>	<b>Desirable Attributes</b>
Educational Qualifications	<p>A to C in English &amp; Maths at GCSE level or equivalent.</p>	<p>Level 2 Business Administration or equivalent.</p> <p>ICCM Cemeteries Training.</p> <p>Level 3 or A Level or equivalent.</p>
Communication Skills	<p>Excellent written and oral communication skills.</p> <p>Excellent people skills – creating strong relationships with a wide variety of groups and individuals.</p> <p>Customer-focused, approachable and reliable, committed to delivering a high standard of service and ensuring a positive experience for all service users.</p> <p>Able to stay calm under pressure, communicate effectively with a wide range of people and approach all situations with empathy, sensitivity, and professionalism.</p> <p>Helpful and reliable in offering support to customers and ensuring they have a positive experience with the Council.</p>	<p>Experience providing customer service within a public sector or sensitive setting.</p>
Knowledge and Experience	<p>General administration and presentation skills.</p> <p>Ability to deal with tasks in an organised way, and as swiftly and effectively as possible.</p> <p>Previous experience of working in an office environment.</p>	<p>Experience handling service arrangements and records in a sensitive environment, ensuring all processes are carried out efficiently and respectfully.</p>

Skills	<p>Ability to work on own initiative and be self-motivated.</p> <p>A thorough approach to work and a keen eye for detail.</p> <p>Able to work on own initiative, prioritise workloads, manage competing demands and meet deadlines efficiently.</p>	
Information Technology	<p>Good working knowledge of Microsoft systems – particularly Outlook, Word and Excel.</p>	<p>Experience of working with Rialtas and Pear Maps software solutions.</p>
Other	<p>Prepared to work out of office hours in order to attend Council meetings if required.</p> <p>Ability to operate with complete impartiality in a political environment.</p>	



## **Cemeteries Administration Assistant**

### **Rewards Statement**

We want Bridgwater Town Council to be a great place to work, where colleagues are proud to work for the organisation.

As well as working alongside some amazing colleagues to provide great services to our customers, we offer a range of benefits.

Local Government Pension Scheme	with a significant employer contribution of 22.3% of your salary
Generous annual leave	25 days plus bank holidays rising to 28 after 5 years
Health and wellbeing support	including a 24-hour confidential helpline, access to counselling, and trained Mental Health First Aiders
Learning and development opportunities	helping you build skills and progress in your role paid professional membership
A strong team environment	work alongside supportive colleagues who take pride in delivering services to the community
Work-life balance	we recognise the importance of balancing work and personal life
Modern equipment and safe working practices	ensuring you have the tools and support needed to do your job effectively
Employee discounts	access to a range of savings through Bright HR
Family-friendly policies	including flexible working, enhanced maternity pay, paternity and adoption leave, and support for work-life balance.