

# Operations Coordinator

## Job Summary

Windlesham Parish Council is seeking to recruit an enthusiastic and committed individual to join a small team supporting a large Parish Council.

The post holder will provide a comprehensive range of clerical and administrative duties to ensure the Parish Council successfully fulfils its role as a burial authority as well as maintaining a robust asset management system, including health and safety compliance.

In addition, they will work as part of the team, supporting the Clerk and Assistant Clerk with the overall administrative function of the Council.

## Duties of the post

### 1. Cemetery Administration

- 1.1. To manage burial and memorial administration carrying out bookings, recording and processing of statutory documentation, as well as maintaining grave registers and cemetery plans.
- 1.2. To deal with funeral directors and members of the public in relation to all aspects of cemetery administration, including exclusive rights of burial and deed transfers.
- 1.3. To assist the public in the selection and identification of graves, by delivering accurate and relevant information.
- 1.4. To identify burial plots in preparation for interments.
- 1.5. To process payments for bereavement services including burials and memorialisation
- 1.6. To use and maintain computer-based record systems and manual records as required.

### 2. Building & Asset Administration

- 2.1. To ensure health and safety compliance of council owned buildings, including annual risk assessments and periodic condition assessments.
- 2.2. To maintain the allotment waiting list, undertake checks of allotments and make arrangements for the annual renewal of allotment rents.

- 2.3. To obtain quotes for all playground maintenance in accordance with the annual playground inspection reports.
- 2.4. To deal with queries associated with council owned open spaces liaising with maintenance contractors as required, as well as sourcing external quotes where necessary.

### 3. General Administration

- 3.1. To deal with queries from members of the public in person, by phone or by email and escalating these where necessary.
- 3.2. To help organise two annual functions – the community reception and annual parish meeting.
- 3.3. To place Parish Council adverts in relevant local media and/or on parish noticeboards

### 4. General Administration

- 4.1. To act in accordance with the council and departmental policies and procedures including customer care, equal opportunities, health and safety, safeguarding and any pertinent legislation.
- 4.2. To undertake such other relevant duties as may from time to time be required by the Clerk or Assistant Clerk.

### 5. Training

The postholder will be expected to undertake the following training, which will be provided by Windlesham Parish Council:

- 1.1. Training on council procedures
- 1.2. Any other training appropriate to the role

### 5. Person Specification, Qualifications, and experience

	Essential	Desirable
Relevant Qualifications	<p>A high standard of education – minimum requirement</p> <ul style="list-style-type: none"> <li>• Maths and English GCSE's or equivalent</li> <li>• 3 A' Levels or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>• Degree or equivalent</li> </ul>
Relevant experience, skills and knowledge	<ul style="list-style-type: none"> <li>• Strong IT and computer skills, including MS Office, 365 and MS Teams, or similar virtual working environment.</li> <li>• Proven administration skills, demonstrating a high level of accuracy</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge and understanding of local council administration.</li> <li>• Previous experience working in an environment that deals with bereavement issues.</li> </ul>

	<ul style="list-style-type: none"> <li>• Ability to provide information, advice and guidance to the public effectively, both orally and in writing.</li> <li>• Ability to communicate at all levels using online resources such as websites and social media.</li> <li>• Ability to work to deadlines especially with competing demands.</li> <li>• Commitment to excellent customer service, demonstrating the ability to deal with members of the public in a tactful and sensitive manner.</li> <li>• Ability to set up and maintain manual and electronic filing systems.</li> <li>• Ability to work as part of a team and on own initiative.</li> <li>• Be able to drive and hold a current UK driving licence</li> </ul>	<ul style="list-style-type: none"> <li>• Practical experience of working in a busy office environment.</li> <li>• Previous Health and Safety experience would be beneficial.</li> </ul>
Attitudes and Disposition	<ul style="list-style-type: none"> <li>• Persuasive and confident communicator</li> <li>• Flexible approach to work</li> <li>• Resilient</li> </ul>	

## 6. Additional Information

- 6.1. 35 hours per week, worked over 5 days.
- 6.2. It is essential that the post holder holds a current UK driving licence and has access to a vehicle
- 6.3. Salary on the Local Government Pay Scale LC2, FTE 25,419 (£24,042 pro-rata)