

Apprentice Bereavement Services Assistant

Applicant Recruitment Pack

Sefton is a really great place to live and work



Welcome

Hi,

We would like to thank you for your interest in the **Apprentice Bereavement Services Assistant**.

Sefton Council Bereavement Services are looking for a candidate who is dedicated and committed to completing a 15 month programme where you will also complete a Level 2 Customer Services Practitioner Apprenticeship. Click on this link for more details about this qualification: [Apprenticeship search / Skills England](#)

Apprenticeships are high quality, work-based training programmes for people who want to develop their prospects and career. The programme provides work-based training to those who want to learn new skills and gain qualifications while working.

As a person, if you're someone who enjoys helping others, takes pride in delivering high-quality support, and brings energy, adaptability, and a genuine passion for making a difference, we'd be delighted to hear from you.

The Job Description and Person Specification for this role are included within the job pack. If you have any questions about the vacancy, please refer to the job pack for the appropriate contact details.

We look forward to receiving your application.

The Corporate Apprenticeship Team
Workforce Learning & Development



Contents

About the Borough of Sefton	1
Our Vision and Values.....	2
Our Successes and Key Projects	2
An Inclusive Workplace	3
Liverpool City Region Fair Employment Charter	4
What We Can Offer You.....	4
About the Role	6
Top Tips on How to Apply	7
Application and Selection Information	8
Appendix A – Job Description	9
Appendix B – Person Specification.....	13



About the Borough of Sefton

Sefton is a confident and well-connected Borough, stretching from Bootle in the south to the coastal resort of Southport in the north. Home to more than 275,000 residents, Sefton encompasses a range of vibrant towns and communities, including Bootle, Litherland, Seaforth, Crosby, Formby, Maghull and Southport.

It is a fantastic place to live and work. As the northern-most Borough within the Liverpool City Region, Sefton offers a unique blend of beautiful coastline, countryside, attractive villages, thriving industrial areas and the busy Port of Liverpool.

With 22 miles of stunning coastline, Sefton is a leading coastal destination with a growing visitor economy. It is home to the iconic Antony Gormley *Another Place* installation, expansive beaches and protected sand dunes that support several rare species.

While each town and village has its own distinctive character, it is the people of Sefton who make the Borough truly special, creating diverse, welcoming and energetic communities in which to live, work, invest and visit.

Alongside its miles of golden sands, Sefton offers those who work here access to a world-renowned racecourse, prestigious golf courses, and National Trust nature reserves, ideal places to unwind, explore and enjoy leisure time.

The Borough benefits from excellent transport links, providing easy access to major North West cities including Liverpool and Manchester, and placing the Lake District and North Wales within reach for weekend breaks.

Whether you prefer vibrant town centres, friendly commuter towns, picturesque villages or stunning rural and coastal locations, Sefton offers a place to suit everyone. With house prices and rents typically lower than in neighbouring Liverpool and Manchester, you can enjoy coastal living while still being close to the buzz of city life.

Our Vision and Values

At Sefton Council, our vision is to deliver high-quality services that make a real difference to the lives of our residents, visitors, and communities. Everything we do is guided by a strong set of values that shape how we work and interact:



- **We put people at the heart of what we do** – ensuring our services are responsive, inclusive, and focused on improving lives.
- **We listen, value, and respect each other's views** – fostering a culture of collaboration and mutual respect.
- **We develop a culture of challenge, ownership, innovation, and improvement** – encouraging creativity and continuous development.
- **We are ambassadors for Sefton** – promoting the Borough positively and proudly representing our communities.
- **We are responsive and efficient** – delivering services that are timely, effective, and customer-focused.
- **We are clear about what we can and cannot do** – being transparent and honest in all our communications and actions.

These values underpin our commitment to excellence, inclusivity, and innovation, ensuring that Sefton remains a great place to live, work, and visit.

Our Successes and Key Projects

Sefton Council is proud of its recent achievements and ongoing commitment to delivering high-quality services. Our Adult Social Care services were recently graded Good by the Care Quality Commission (CQC), and our Children's Services also achieved a Good rating from Ofsted. These successes reflect the dedication and professionalism of our teams and our focus on continuous improvement.



Alongside these achievements, Sefton Council is actively delivering a range of major capital projects that will transform the Borough and stimulate economic growth. These include the Marine Lake Events Centre in Southport, the Strand Shopping Centre redevelopment in Bootle, and exciting developments such as the Cove Resort and Enterprise Arcade in Southport. We are also proud to support cultural and community initiatives like Salt and Tar, Bootle's vibrant events space, which hosts live music, comedy, and family-friendly activities, bringing people together and boosting the local economy.

These projects form part of our strategic investment programme to attract private sector-led development and create vibrant spaces for residents and visitors. We work closely with local communities to ensure these projects reflect their needs and foster a sense of ownership and pride.

For more information on these projects and to stay updated on progress, visit the Sefton Council website at www.sefton.gov.uk

An Inclusive Workplace

We are committed to fostering an inclusive Council that reflects the diverse communities we serve. Our workforce brings a wide range of experiences and perspectives, and we value an environment where everyone feels respected, supported, and able to reach their full potential.

Sefton is proud to be the first local authority in the Liverpool City Region to achieve **Navajo** accreditation, recognising our commitment to LGBTQ+ inclusion. We are also a Disability Confident employer and continue to build a workforce that represents our communities.

We support several staff networks, including groups for Black and Ethnically Diverse colleagues, LGBTQ+ staff, women, disabled employees, and a Christian Workplace Group.

As an Equal Opportunities Employer, we base recruitment solely on skills, experience, and suitability for the role. All applicants are treated fairly, and we have also recognised 'care experienced' as a protected characteristic within Sefton.



For more information, please refer to our [Equality, Diversity and Inclusion Strategy](#)

Liverpool City Region Fair Employment Charter



Sefton Council is proud to support the Liverpool City Region Combined Authority Fair Employment Charter, an initiative that promotes fair, healthy, inclusive, and just workplaces across the region. The Charter celebrates good employers and encourages the highest standards in employment practice, including fair pay, secure work, opportunities for progression,

strong employee voice, and a commitment to staff wellbeing. By aligning with the Charter, we demonstrate our dedication to providing a fair day's pay for a fair day's work and to fostering an equitable and supportive working environment for all colleagues.

What We Can Offer You

- A fixed term contract for the duration of the apprenticeship.
- Access to a pension scheme.
- Paid holidays.
- A recognised qualification (Level 2, 3 or 4).
- Support from a mentor and the Corporate Apprenticeship Team.
- Employability skills support from Sefton @ Work.
- The Apprentice Travelcard is available for anyone aged between 19 - 24 living in the Liverpool City Region who is currently enrolled on an approved.
- Apprenticeship with an Education and Skills funding agency.
- A supportive and collaborative working environment.
- A bespoke training contract, in partnership with a Training Provider to deliver apprenticeship training either in the workplace or at college (depending on the apprenticeship).
- A role where your work makes a real difference across the organisation.

To be considered for an apprenticeship you will need:

- To have lived in the UK for the past three years.
- A commitment to complete the qualification and remain for the duration of the contract.
- Have a good standard of English and maths.

Annual Leave and Work-Life Balance

- Generous annual leave entitlement, 28 days annual leave per year plus bank holiday.
- Flexible working options to support a healthy work-life balance, subject to service needs.

Learning, Development and Career Progression

- A comprehensive induction programme.
- Access to a wide range of training, apprenticeships, learning, and development opportunities.
- Support for professional development and role related qualifications.
- Opportunities to develop your career within a large and diverse local authority.

Health, Wellbeing and Support

- Enhanced sick pay scheme.
- Employee wellbeing initiatives and access to occupational health support.
- Policies that promote physical and mental wellbeing in the workplace.

Family-Friendly and Inclusive Policies

- Our family-friendly policies and flexible working arrangements help staff maintain a healthy work-life balance.
- Family friendly policies, including enhanced maternity, paternity, adoption, neonatal care and special leave to support with time off work to deal with issues when life events happen.
- A strong organisational commitment to equality, diversity, and inclusion.
- Reasonable adjustments and support to enable disabled employees to thrive.

Foster Friendly Employer Commitment

Sefton Council is proud to be a *Foster Friendly* organisation as recognised by The Fostering Network. We actively support employees who are foster carers or who are applying to foster by offering flexible working arrangements, paid time off for fostering-related meetings and training, and a workplace culture that recognises the vital role foster carers play in our communities.

This commitment helps ensure carers can balance fostering responsibilities alongside career, and reflects our dedication to supporting children, families, and those who care for them.

Additional Benefits

- Opportunities to contribute to meaningful work that supports local communities.
- A supportive, values led organisational culture.
- Free parking at office bases (dependent upon the work location).

About the Role

You would be the first point of contact for all bereavement related enquiries at Thornton Crematoria from Funeral Directors, Clergy, bereaved families and the general public.

To ensure that all burial and cremation documents are processed in line with all statutory legislation in a timely manner. Provide further administrative support for the service for all aspects of service delivery and customer care to the bereaved and other service users

To provide a caring, sensitive, and high-quality service to the bereaved and members of the public attending the cremation service. To undertake all chapel duties in the crematorium in readiness for service provision and all associated work in the environment within the crematorium.

Please see Appendix A (page 10) for a full copy of the Job Description and Person Specification.

Top Tips on How to Apply

Submitting a strong application gives you the best chance of progressing to the next stage of the recruitment process. The following guidance applies to all roles and will help you prepare a clear, compelling application:

1. Read the Job Description and Person Specification Thoroughly

- Make sure you understand the key duties, expectations, and essential criteria.
- Use the person specification as your guide when writing your application.

2. Provide Clear Evidence of Your Skills and Experience

- Show *how* you meet the criteria using specific, real examples.
- Consider using the **STAR method** (Situation, Task, Action, Result) to structure your responses – see <https://nationalcareers.service.gov.uk/careers-advice/interview-advice/the-star-method>.

3. Tailor Your Application

- Avoid generic statements. Focus on experience that directly relates to the role you are applying for.
- Demonstrate how your strengths align with the organisation's values and priorities.

4. Highlight Your Achievements

- Include examples of work you are proud of or significant contributions you have made in previous roles or school/college.
- Emphasise impact – improvements, efficiencies, positive outcomes, or innovations.

5. Be Clear About Qualifications and Training

- List all relevant qualifications and professional training, including dates and awarding bodies.
- If you are working towards a qualification, include expected completion dates.

6. Showcase Transferable Skills

- Skills such as communication, teamwork, problem-solving, digital literacy, and organisation are valuable across all roles.
- Provide examples that demonstrate these effectively.

7. Check Your Application Carefully

- Review your responses for clarity, spelling, and completeness.
- Ensure all sections of the application form have been filled in fully.

8. Submit Your Application Before the Deadline

- Note the closing date and allow plenty of time to prepare your application.
- Late submissions usually cannot be considered.

9. Prepare for Potential Next Steps

- If shortlisted, you may be invited to an interview, assessment task, or presentation.
- Be ready to discuss your experience, approach to work, and examples of how you meet the role's requirements.

Application and Selection Information

The closing date for this vacancy is **Thursday 3rd September 026** (or earlier in the event of high volume of applications being received).

Provisional interview dates are **Tuesday 15th September 2026**.

We are an Equal Opportunities Employer; all candidates will receive equal treatment. Our decision to appoint will be based upon whether an individual's skills, experience, qualifications, and abilities make them the most suitable candidate for the role.

All disabled and care experienced applicants will be offered an interview where they meet all essential criteria on the person specification.

Please ensure that you meet all the essential criteria outlined in the person specification before submitting your application. Only applicants who demonstrate that they meet all essential criteria will be considered and invited to interview.

Appendix A – Job Description

Directorate: Operational In-House Services

Location: Thornton Crematorium, Thornton Garden of Rest,

Division: Bereavement Services

Post Title: Apprentice Bereavement Services Assistant

Grade: Level 2 – National Minimum wage for Age.

Salary age dependent (breakdown per age group as below)

- Age 16-17 £15,017 Per annum (£8.00 per hour)
- Age 18-20 £20,367 Per annum (£10.85 per hour)
- Age 21+ £23,858 Per annum (£12.71 per hour)

Qualification: Level 2 Customer Service Practitioner **Hours:** 36 Hours

Fixed term: 15 months

Overall job purpose:

To be the first point of contact for all bereavement related enquiries at Thornton Crematoria from Funeral Directors, Clergy, bereaved families and the general public.

To ensure that all burial and cremation documents are processed in line with all statutory legislation in a timely manner. Provide further administrative support for the service for all aspects of service delivery and customer care to the bereaved and other service users

To undertake the cremation process of deceased persons under the direction of the Bereavement Services Manager or their Deputy, in accordance with the codes of practice, ethics and all relevant to date legislation.

To provide a caring, sensitive, and high-quality service to the bereaved and members of the public attending the cremation service. To undertake all chapel duties in the crematorium in readiness for service provision and all associated work in the environment within the crematorium.

Reporting relationships:

Reports to: Burials and Cremations Officer.

Responsible for: None

Purpose of the Role – Post Specific tasks and responsibilities

To maintain the service area's reputation as a caring and professional service (e.g. comply with legislation, codes of practice, inform and guide customers in a sensitive manner)

Receive, check, resolve discrepancies and process all bookings and paperwork for cremations, burials and memorialisation sales.

Receive all visitors in a tactful, courteous and sensitive manner maintaining confidentiality and dignity throughout.

Assist with the maintenance of all plans, records and statutory registers for cremation and burial. This includes old paper registers, computerised systems.

Assist with financial administration, including taking payments, cash-handling, issue of receipts, assisting in monthly accounts and record-keeping

Deal with routine enquiries and correspondence relating to burial and cremation provision from funeral professionals and similar 'internal' customers.

Keep records of all cremations, appointments of disposals and cremated remains.

Deal with telephone, written and personal enquiries/complaints from service users, grave owners and the public, referring and reporting matters for attention.

Assist with office and premises management (e.g. use of procurement system, issue of instructions, monitor stationery levels, maintain office-filing systems, checking cleanliness, top-up cleaning).

To operate the cremators and ancillary equipment in accordance with the manufacturer's instructions and adhere to the Code of Cremation Practice as issued by the Federation of Burial and Cremation Authorities at all times including full operation of the cremators.

To operate all associated equipment with the chapel and cremation duties within the service including processing machines, and miscellaneous equipment (webcasting, visual tribute systems, Audio systems, and all cremation associated machinery).

Chapel duties including preparing the chapel for services, preparing Audio and visual elements, checking of the coffin plate and the monitoring of each funeral daily. To facilitate to cremation process in accordance with the wishes of the applicant for the funeral service

To attend on reception of the funeral cortege and assist clergy, officiants, funeral directors and public as required tactfully and sensitively. To undertake visual checks, record and monitor the cremation process reporting any defects and noncompliance with the EPA 1990 and all other legislative requirements.

To ensure the correct storage of all cremated remains on site and to dispose of cremated remains when required in line with the applicant instructions either by scattering or burial.

Undertake general duties of the crematoria to maintain appearance of the site and assist with traffic control on request. To clean and maintain building areas of the workplace, to observe all Health and Safety Regulations in the workplace.

To carry out basic maintenance on cremators and ancillary equipment as provided in the FBCA and ICCM Training scheme including cleaning of the equipment.

The post is based at both Southport and Thornton Crematorium, the post holder may be required to cover the same post at the opposite site as and when required to cover annual leave and sickness absence.

To open and close the Book of Remembrance room (Monday-Friday) and turn BOR pages on request.

Special Conditions and General Requirements

The post-holder will be expected to comply, observe and promote the equal opportunities of the council

This is a 36 hour a week post operated over 5 days.

All staff are responsible for the implementation of the Health and Safety Policy so far as it affects them, their colleagues and others who may be affected by their work. The post holder is also expected to monitor the effectiveness of the health and safety arrangements and systems to promote appropriate improvements where necessary.

The post-holder will be expected to undertake, and participate in training, coaching and development activities, as appropriate.

Adhere to relevant working practices, methods and procedures including undertaking relevant training and development as required and respond positively to new and alternative ways of working.

Carry out any other reasonable duties and responsibilities commensurate with the grade and level of responsibility of the post.

Engage with digital models of service delivery and support the implementation of digital working methods.



Manage and / or use resources in ways that ensure value for money and support the Sefton 2030 agenda.

Demonstrate a commitment to the delivery of excellent service for all customers and service users.

The post is customer facing therefore you must have the ability to fulfil all spoken aspects of the role with confidence through the medium of English.

This post is exempt from the Rehabilitation of Offenders Act 1974 and therefore you are required to declare any convictions, cautions, reprimands and final warnings that are not protected (exceptions) Order 1975 (Amendment) (England and Wales) Order 2013. The Authority has an approved Equality policy in employment and copies are freely available to all employees. You are expected to comply, observe and promote the equality policies of the council.

Note: Where the post holder is disabled, every reasonable effort will be made to support all necessary aids, adaptations, or equipment to allow them to carry out all the duties of the job.

Prepared By: David Clay

Designation: Service Manager, Burials and Cremation Service

Date: 20.05.2026

Appendix B – Person Specification

Post: Apprentice Bereavement Services Assistant

Department: Bereavement Services

Skills	Essential / Desirable	Assessment
Excellent Customer Service and Communication skills.	Essential	Application Form/ Interview
Ability to deal with sometimes stressful/distressing situations in a calm and tactful manner. Whilst demonstrating a sympathetic and patient attitude.	Essential	Application form/Interview
Ability to use own initiative and prioritise workloads inline with service delivery.	Essential	Application Form/ Interview
Knowledge	Essential / Desirable	Assessment
A good understanding of the Burial and Cremation industry/Bereavement Services.	Essential	Application Form/ Interview
Understanding the principles of all legislation and codes of practice associated with the burial and cremation service.	Desirable	Application Form/ Interview
Knowledge of Health and Safety and working practices in a bereavement environment	Desirable	Application Form/ Interview
Experience	Essential / Desirable	Assessment
Working in a busy administration or Finance setting, including taking payments, cash-handling, issue of receipts, assisting in monthly accounts and record-keeping	Desirable	Application Form/ Interview
Using all ICT Software and Computer Controlled Equipment.	Essential	Application Form/Certificate/Interview
Working with the Public and/or in a sensitive environment.	Desirable	Application Form/ Interview
Qualifications	Essential / Desirable	Evidence
A Good understanding of Literacy and Numeracy	Essential	Application Form/ Certificate
Full Clean UK Driving licence	Desirable	Application Form/ Certificate
A Customer Services Certificate or Diploma	Desirable	Application Form/Certificate
Certificate of Proficiency in Cremator Operation (willingness to obtain within 12 months)	Desirable	Application Form/Certificate

