

Enable Leisure & Culture

Job Description

Job Title: Crematorium Technician	Grade: Scale 4
Section: Bereavement Services	Department: NESC
Responsible to: Crematorium Operations Manager	Post number:

Job Purpose

1. Accountable to the Crematorium Operations Manager and responsible to the Bereavement Services Manager for all chapel duties, crematory operations, burial attendance duties, procedures and related aspects of the Garden of Remembrance.
2. Responsible for ensuring that all cremation operations are carried out in accordance with standards laid down by the Institute of Cemetery and Cremation Management (ICCM) and statutory regulations as part of the crematoriums Pollution Prevention Control Environmental permit providing all associated information to Enable's Environmental Officer as required.

Job Dimensions

3. Responsible to the Crematorium Operations Manager for the organisation of each funeral service including:-
Ensuring each funeral cortege is met at the crematorium;

Conducting the cortege to the place of cremation or burial following established procedures and when required in attendance at each service.

Ensures that routine daily maintenance of cremators, analytical equipment, and associated equipment is carried out and that it is completed in accordance with the directives as laid down by the equipment suppliers/manufacturers and the Board's Technical Consultant.
4. Ensures statutory information is correct and in place cross referencing all associated information before allowing the cremation to take place and that a daily log of cremations and associated technical data is maintained and where necessary reported to the manager.

5. As directed by the Crematorium Operations Manager, responsible for the locking and unlocking of the chapels, crematorium and associated buildings upholding the general security of the buildings, acting as a key holder as required.
6. Provides cover at Putney Vale Cemetery and Crematorium as required to ensure reciprocal arrangements continue in accordance with the contractual agreement between Enable and NESC.
7. The ability to undertake manual handling duties including the movement and charging of coffins into the cremator and other associated duties.
8. Ensures that cremated remains are properly identified in accordance with crematorium procedures, properly labeled and disposed of in accordance with written instructions keeping a permanent record of all cremations carried out and, as appropriate, records the location of the ashes and their locations in the Garden of Remembrance.
9. Liaise with Funeral Directors and Clergy to ensure that all funeral services are carried out on time and remain on schedule to avoid delay.
10. Ensure that correct clothing is worn at all times when on duty, paying particular attention to cleanliness and neatness of attire.
11. Rotate as necessary or when instructed the various duties within the crematorium building, and to cover other members of staff during periods of sickness, holidays etc.
12. Assist with the playing of recorded music during services as necessary.
13. Ensure that all details of repairs necessary to the crematorium building are brought to the notice of the Crematorium Operations Manager as quickly as possible.
14. Chapel Duties - Adopt a sympathetic and tactful approach to bereaved relatives; assist them in any way possible in accordance with the principles of Enable's customer care policy.
15. Conduct and assist bereaved families to the remembrance room as required. Ensure that memorial plaques and all other forms of memorialisation are affixed or removed as requested and that the position of each one is recorded. Ensure that correct car parking is observed so that funeral corteges are not impeded.
16. Escort permitted relatives to the Crematory to witness the charging of the cremator and to ensure their safety in that part of the building until they return to the public area.

17. Book of Remembrance/ Electronic Book of Remembrance - Ensure that the Book of Remembrance is open at the correct date each day. Ensure that the electronic book is available to the public and assist them with associated enquires.
18. Assist Florists in ensuring that flowers are placed in the correct position and that the floral tribute card is correctly placed.
19. Acts as burial attendance officer, accompanying funeral corteges to the graveside and supervises the burial of a coffin.
20. Ensures that all areas of the Crematorium, Chapels, offices, public toilets and related areas are cleaned to a good standard both inside and outside.
21. Prepared to work shift rota's as necessary to cover late and weekend services/cremations and assists with the arrangements for and attends the Annual Memorial Service.

Generic Duties and Responsibilities

22. To comply with all of Enable Leisure & Culture's code of Practice, including the Code of Conduct, and policies and procedures concerning data protection, information security requirements of ISO27001 and health and safety.
23. To be fully aware of and understand the duties and responsibilities arising from the Children Act 2004 and Working Together in relation to the child protection and safeguarding children and young people as this applies to your role within Enable. To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to your work role. To ensure that your line manager is made aware and kept fully informed of any concerns which you may have in relation to safeguarding and/or child protection.
24. To be committed to and the promotion of equality, diversity and inclusion for others, both colleagues and clients, to work to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected and to report any inappropriate behaviour or discrimination.
25. To carry out any other reasonable duties and responsibilities within the overall function, commensurate with the grading and level of responsibilities of the post.

Personal Specification

1. Experience of working in the funeral or bereavement services industry or dealing with the public in an environment directly linked to bereavement.
2. Experience of communicating effectively with a wide range of customers and key stakeholders including; Funeral Directors, religious leaders, the public, staff, contractors and other individuals and organisations.
3. Experience of using Microsoft Office computer software packages, e.g. for reports and data entry and knowledge of bespoke software packages for the bereavement services industry.
4. A general understanding of grounds maintenance/horticulture duties and willingness to take further horticulture training as necessary.
5. Experience of using word, excel, outlook and bespoke software packages such as BACAS effectively and efficiently to support and deliver tasks as required.

Qualifications

6. Holds or be prepared to study for, the Cremator Technician's Certificate of Proficiency.

Skills and abilities

7. The ability to deal with the public under, at times, stressful and emotive situations and to maintain a polite, sympathetic manner with the public whilst providing excellent customer service.
8. The ability to organise and prioritise your own work programme to meet work demands in a timely manner unsupervised.
9. The ability to apply numeracy skills in order to provide accurate financial and statistical information.

10. The ability to follow procedures methodically and professionally and to record accurate legal and other documentation focussing on detailed requirements.
11. The ability to stand for long periods of time, to facilitate services in the chapel and graveside and to work outdoors at times in inclement conditions.
12. Able to lift and carry heavy objects and equipment and associated items including the movement and charging of coffins into the cremators appropriately following manual handling procedures.

Other requirements

13. Prepared to work during the evenings and at weekends on a shift rota basis, shared with the other members of the team and to work as required at Putney Vale Cemetery and Crematorium to meet the needs of the service.
14. The ability to deal effectively with people from different cultural and ethnic backgrounds and an understanding of and commitment to implement Enable Leisure & Culture's Equal Opportunities Policy.
15. A general understanding of 'safeguarding children, young people and vulnerable adults' and its relevance to Bereavement Services and a willingness to attend training as required.