

Job Description

Post title	Crematorium Operative/Technician	Grade	F
Department	Burial and Cremation Service – Thornton and Southport Crematoria.	Post ref	

Overall job purpose
<p>To undertake the cremation process of deceased persons under the direction of the Burials and Cremations Manager or their Deputy, in accordance with the codes of practice, ethics and all relevant to date legislation.</p> <p>To provide a caring, sensitive, and high-quality service to the bereaved and members of the public attending the cremation service.</p> <p>To undertake grounds maintenance tasks/works in the workplace (Thornton or Southport Crematoria)</p> <p>To undertake all chapel duties in the crematorium in readiness for service provision and all associated work in the environment within the crematorium.</p>

Reporting relationships	
Reports to:	Operational Supervisor
Responsible for:	None

Key tasks and responsibilities – post specific
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 maintain service reputation as a caring and professional service, maintaining an atmosphere reverence and respect throughout while complying with all relevant legislation and codes of practice which includes informing and guiding customers/general public in a sensitive manner for a high level of personal and facility presentation.
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, and receiving the coffin into the crematory after committal, checking the identity, and charge into the cremator, including determining and managing workload.
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 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 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), including filters and cremulators, and the storage of low hazardous waste material (Factuate 20) and also to Keep records of all cremations, appointments of disposals and cremated remains
Assist the general public where necessary to locate memorials, plaques, specific dedicated memorial shrubs or glade areas where loved ones are laid to rest, and where necessary ensure any enquiries or complaints relating to Burial and Cremation Service are directed to the correct officer for processing if not dealt with at point of contact
To mentor new staff through the cremation technician training to ensure full compliance in line with FBCA and Environmental legislation
To ensure the correct storage of all cremated remains on site
To carry out basic maintenance on cremators and ancillary equipment as provided in the FBCA and ICCM Training scheme including cleaning of the equipment.
To observe all Health and Safety Regulations in the workplace.
To Clean the crematory, committal areas and all other associated areas in the crematorium to a high standard
To dispose of cremated remains when required inline with the applicant instructions either by scattering or burial
To clean and maintain building areas of the workplace daily
Undertake all horticultural maintenance work applicable in the grounds of the crematoria both Thornton and Southport including memorial installation.

To open and close Southport/Thornton Crematorium buildings (Monday-Friday) and turn BOR pages on request as being key holders to the sites within bereavement services.
Undertake general duties of the crematoria to maintain appearance of the site and assist with traffic control on request
To undertake relief and cover duties at both Thornton and Southport Crematoria on request where there is a service need.

Key tasks and responsibilities – General/Special conditions
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Operate according to the Council's corporate values and codes of behaviour.
This is a 36 hour a week post operated over 5 days, during lunch breaks staff have to maintain the operating capacity of the cremators and chapel on a rota basis
It is a requirement that upon entering the service, the post holder must undertake the training if not already in held of the FBCA crematorium Technician Training to formally hold a certificate of Proficiency in accordance with the Cremation Regulations.
Protective Clothing is provided.
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 commercialism 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.

Employee signature

This job description represents a statement of the duties of the post but does not include all minor duties. It is inevitable that over time the nature of an individual post will change and existing duties many be lost and others gained without changing the general character of the duties or the level of responsibility. As a result the Council expects that this job description and person specification will be subject to revision.

Employee signature:		Date:	
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Person Specification

Post
Crematorium Operative

Skills	Essential / Desirable	Assessment
Excellent customer service skills	Essential	Application Form/ Interview
Ability to use own initiative	Essential	Application Form/ Interview

Knowledge	Essential / Desirable	Assessment
Effective Verbal communication	Essential	Interview
Effective ability with computer-controlled equipment	Essential	Application Form/ Interview
Ability to demonstrate a sympathetic and patient attitude	Essential	Application Form/ Interview
Knowledge of Health and Safety and working practices in a bereavement environment	Desirable	Application Form/ Interview

Experience	Essential / Desirable	Assessment
Understanding the principles of all legislation and codes of practice associated with the burial and cremation service	Desirable	Application Form/ Interview
Working with the Public	Essential	Application Form
Working in a sensitive environment	Desirable	Application Form/ Interview

Qualifications	Essential / Desirable	Evidence
Certificate of Proficiency in Cremator Operation	Essential	Application Form/ Certificate/Interview
A Good understanding of Literacy and Numeracy	Essential	Application Form/ Certificate/Interview

Additional information / other requirements of the post
<ul style="list-style-type: none"> ● A full, clean driving licence and access to a vehicle ● It is a requirement that upon entering the service, the post holder must undertake the training if not already in held of the FBCA crematorium Technician Training to formally hold a certificate of Proficiency in accordance with the Cremation Regulations. ● This is a 36 hour a week post operated over 5 days, during lunch breaks staff have to maintain the operating capacity of the cremators and chapel on a rota basis

Date produced / last amended

Equality Act 2010

The ways in which a disabled person meets the criteria for a post must be assessed as they would be after any reasonable adjustments required had been made.

If appropriate, disabled candidates should indicate on the application form if they have needs which should be considered at the shortlisting stage.