

## **APPLICATION FOR EMPLOYMENT**

Thank you for the interest you have shown in the vacancies within Stockton on Tees Borough Council.

Completed forms can be e-mailed to [recruitment@xentrall.org.uk](mailto:recruitment@xentrall.org.uk) or posted to **Xentrall Recruitment Services, PO Box 891, Stockton on Tees, TS19 1JT**, marking the envelope in the top left hand corner with the post reference number.

In accordance with our recruitment procedures, your application will only be considered if it is received on or before the closing date as shown in the advertisement.

In the interests of economy, applications received via the post are not automatically acknowledged. If you require confirmation that your application has been received please enclose a stamped addressed envelope or telephone 01642 526992.

If you have not been contacted within 4 weeks of the closing date for receipt of applications, please assume that on this occasion your application has not been successful.

## **Chapel Attendant**

**Vacancy ID: 009294**

Salary: £18,672 - £19,446 Annually

Closing Date: 23/09/2018

### **Benefits & Grade**

Grade F

### **Contract Details**

2 x permanent posts

### **Contract Hours**

37 hours per week – The post holder will be expected to work Monday to Friday and a Saturday on a rota basis, with a day off in lieu.

### **Interview Date**

03 or 04/10/2018

### **Job Description**

Stockton-on-Tees Borough Council is an organisation where all staff are trusted, supported and valued to make a positive contribution at work. Where we never lose sight of the fact that we are here to serve the people of the borough.

An excellent and exciting opportunity has arisen within the new Stockton-on-Tees Crematorium. We are looking to recruit the right person into our team and currently have vacancies for two highly motivated, conscientious and enthusiastic Crematorium Chapel Attendants.

The role will be very diverse and rewarding and involves working in an extremely busy frontline service. As part of the Stockton-on-Tees Crematorium Team you will be required to attend the Chapel during funeral services and will play a key role in assisting those present.

You will also liaise and engage with funeral directors and multi faith celebrants and assist mourners and members of the Public in a sensitive, caring and understanding manner.

An ability to maintain your composure at all times, combined with a flexible and sympathetic attitude and a smart appearance are essential requirements of the post, as is having effective communication skills.


Whilst knowledge and experience of working in a similar environment will always be of use, this is by no means the most important aspect that we are looking for as full training across the whole of the Registration and Bereavement Service will be given. Prior to the opening of the facility the successful candidates will be expected to work within neighbouring authorities to gain experience.

If you have read the information above, you will know that we are looking for the right person who can communicate well, engage with our staff and customers and, most importantly, have a range of skills and personal qualities which they can transfer into this new and exciting opportunity.

For a further informal discussion, please contact Vicky Hatton, Cemeteries & Crematorium Unit Manager, on 01642 527619.

An online application form and further information is available from [www.stockton.gov.uk/job-vacancies/](http://www.stockton.gov.uk/job-vacancies/). Alternatively you can contact Xentrall Recruitment Services, Tel: (01642) 526992 or email [recruitment@xentrall.org.uk](mailto:recruitment@xentrall.org.uk)

Stockton-on-Tees Borough Council ensures that all customers, both internal and external receive a consistently high quality level of service.

 <b>Stockton-on-Tees</b> BOROUGH COUNCIL		<b>JOB DESCRIPTION</b>	
<b>Directorate: Community Services</b>		<b>Service Area: Bereavement Services</b>	
<b>JOB TITLE: Chapel Attendant</b>			
<b>GRADE: F</b>			
<b>REPORTING TO: Cemeteries &amp; Crematorium Unit Manager</b>			
<b>1.</b>	<b>JOB SUMMARY:</b>  Coordination and preparation of chapels for the delivery of funeral services according to denominational or non-religious requirements.  To assist in the provision and compassionate service delivery to the bereaved, customers and stakeholders, ensuring an atmosphere of dignity and the highest possible ethical standards are maintained at all times.  To provide bereavement care services – adopting tact, diplomacy, empathy, and demonstrating high integrity and understanding throughout contact with the bereaved and the deceased.		
<b>2.</b>	<b>MAIN RESPONSIBILITIES AND REQUIREMENTS</b>		
	1	Act as Chapel Attendant, escorting mourners into and out of the chapel and dealing with enquiries and providing such assistance as may be required.	
	2	Liaising with bereaved families, staff, partners and stakeholders to ensure funeral services proceed on time and with the correct music or other items required within the service	
	3	Being present in vestry/chapel and available to assist at all times during the service.	
	4	Responsibility for Inspecting, replenishment of supplies and general cleaning of all public areas, front of house, Book of Remembrance Room and all public toilets before and after each service.	
	5	Coordinate hymn and music arrangements in conjunction with operating the Wesley system/organists. Recording and uploading of recorded services and computerised projector, as required.	
	6	Displaying of appropriate signage during services. Ensure late arrivals are shown into chapel or those for the following service are advised of the waiting areas.	
	7	Ensure that floral displays in Chapel are neat, tidy and fresh. Replenish and refresh daily as necessary. Prepare for events such as Mothers’ Day, Fathers’ Day, Christmas and Easter.	
	8	Placing of floral tribute stands in readiness of funeral services; placing of any early delivered floral tributes. Sensitive disposal of funeral floral tributes daily and in keeping with Stockton Crematorium requirements.	
	9	Cleaning, preparing and, when necessary, routine general maintenance of Chapels, Flower Courts, Book of Remembrance facilities, including electric bier, wheelchair,	

		catafalque, floral tribute stands, vases and any other relevant equipment.
	10	Use computerised administration system to update music, officiants, attendance, produce donation plate cards and floral tribute cards etc., as required.
	11	Take telephone calls or assist in the Administration Office, if required.
	12	To carry out the interment and/or scattering of cremated remains as and when directed by the Cemeteries & Crematorium Unit Manager/Crematorium Registrar.
	13	To ensure the removal and sensitive disposal of floral tributes from the funeral services as per the current specified practice and rota. Additional the removal of all flowers from vases and memorial lawns, only when they are completely spent.
	14	To ensure the discrete dispersal of unwitnessed cremated remains in the crematorium grounds and assistance in the witnessed dispersal of cremated remains.
	15	To maintain a high standard of personal turnout at all times and be dressed in the uniform provided, particularly when meeting with the bereaved and other visitors.
	16	Assist with maintenance of memorial seats and fixing of other memorial plaques in the Garden of Remembrance.
	17	Undertake the BTEC Accredited Crematorium Technicians Training Scheme (CTTS) and partake in further training as and when required in order to be updated and familiar with aspects of undertaking cremations and maintaining crematoria.
	18	If and when required, check correct identity of coffins prior to accepting responsibility at the chapel entrances. Assist with the transfer of coffin from catafalque to committal room. Charge cremators, as required, and supervise and/or undertake cremations.
	19	Inspect, tidy and arrange flowers in chapels between services and maintain stocks of clean vases ready for visitors to Book of Remembrance Room. Carryout general cleaning and maintenance duties within the crematorium and grounds maintenance in and around the crematorium complex.
	20	Assist with security patrol and locking/securing the Stockton Crematorium.
	21	To participate in training activities to aid personal development and in accordance with the aims and objectives of the Service.

### 3. GENERAL

**Job Evaluation** - This job description has been compiled to inform and evaluate the grade using the NJC Job Evaluation scheme as adopted by Stockton Council.

**Other Duties** - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

**Workforce Culture and supporting behaviours and Code of Conduct** – The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.

**Shaping a Brighter Future** – The post holder will embrace the Council's "Shaping a Brighter Future" programme.

**Personal Development** – As defined by the Council's Culture Statement, all employees will take responsibility for their own development

**Customer Services** – The post holder is required to ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.

**Policies and Procedures** – The post holder is required to adhere to all Council Policies and Procedures.

**Health and Safety** – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

**Safeguarding** – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council's Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

## PERSON SPECIFICATION

Job Title/Grade	<b>Chapel Attendant</b>	<b>F</b>
Directorate / Service Area	<b>Community Services</b>	<b>Bereavement Service</b>
Post Ref:	<b>34497</b>	

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>MEANS OF ASSESSMENT</b>
Qualifications	<p>An NQF level 3 or the equivalent demonstrable level of knowledge gained through direct work experience.</p> <p>Willingness to complete the ICCM BTEC Accredited Crematorium Technicians Training Scheme Qualification.</p>	Completed the ICCM BTEC Accredited Crematorium Technicians Training Scheme Qualification.	Application form
Experience	<p>Experience of working within a customer focused service area.</p> <p>Experience and working evidence of being extremely accurate in the recording of information.</p> <p>Basic administration experience.</p> <p>Basic experience in and working with information technology systems.</p> <p>Experience in producing handwritten material in a neat, legible manner.</p> <p>Experience in communicating service information in a positive, sensitive and professional way.</p> <p>Experience of working to tight timescales</p>	<p>Experience in the Bereavement Service industry or similar front-line sensitive, customer focused service area.</p> <p>Working experience, knowledge and understanding of relevant legislation, procedures and processes.</p>	Application / Interview

	to meet service demands.		
Knowledge & Skills	<p>The ability to assist with the provision and delivery of an efficient and effective crematorium and burial operations.</p> <p>The physical ability to convey coffins, cremation caskets and urns, including bearing a coffin in to chapel from the hearse.</p> <p>Ability to complete a range of facilities management operations, including cleaning of chapels, public areas and toilets, and grounds maintenance, safety and security functions.</p> <p>Good level of interpersonal and communication skills to work closely and establish positive relationships with other professionals in the funeral and death care industry and ensure the provision of a high quality, sensitive and professional service to all users of the Bereavement Service.</p> <p>Ability to demonstrate integrity, empathy, sympathy, trust, patience and respectfulness of the deceased and the bereaved at all times.</p> <p>Able to utilise IT systems and operate bespoke burial &amp; cremation related software.</p>	<p>Knowledge and understanding of working within a statutory legal framework.</p> <p>Knowledge of Health &amp; Safety, Safety at Work Legislation.</p> <p>The ability to maintain efficient, effective and secure storage and filing systems relating to cremated remains, interments and associated documentation.</p> <p>Knowledge of the functions of a Unitary Council.</p>	Application / Interview



	<p>Ability to work on own initiative and manage own workload and meet deadlines.</p> <p>Communicate and work effectively in a team, creating a positive team spirit.</p> <p>Display an awareness of performance objective and work proactively to improve own performance and that of the team.</p>		
Specific behaviours relevant to the post	Demonstrate the Council's Behaviours which underpin the Culture Statement.		Application / Interview
Other requirements	<p>Post holder must wear the corporate clothing provided to maintain service identity and dress accordingly for all occasions whilst working within the service area.</p> <p>Post holder will be expected to work 5 days of a 6 day period.</p> <p>Occasional work outside of normal working hours may be required.</p>		

## **Conditions of Service**

### **General**

Conditions of service will vary from service to service. However, there are some general points to cover.

Conditions of service generally are those contained in the appropriate National Joint Council Schemes but have been supplemented in a number of areas by locally agreed conditions. The relevant Handbooks are available for reference in all departments.

### **Office Hours**

The normal working week is 37 hours. Council offices are generally open to the public from 8.30 a.m. to 5.00 p.m. (4.30p.m. on Friday). The majority of office staff are able to take part in the Councils flexible working hours scheme. Elsewhere, fixed hours or shift working may be operated according to the needs of a particular service.

### **Annual Leave**

The basic annual leave entitlement is 26 days plus 8 public holidays. Employees with 5 years continuous service receive 31 days annual leave.

### **Sick Pay**

Most employees are covered by the provisions of the nationally agreed sick pay schemes which allow periods of absence on half pay and full pay according to length of service.

### **Pension**

You will automatically be entered into the Local Government Pension Scheme (LGPS) unless you choose to opt out. This is a contributory pension scheme and meets Government standards for automatic enrolment. If you do not opt out within three months of joining the LGPS, you will not be eligible to receive a refund of your contributions but will instead be given deferred benefits within the Scheme. If you decide to opt out of the Scheme your employment, earnings and age will be monitored in line with automatic enrolment guidelines.

### **Medical Examination**

Before commencing your employment, you will need to complete a medical questionnaire and may be subject to a medical examination.

### **Probation**

New entrants to Local Government will be required to complete a six month probationary period.

### **Equal Opportunities**

The Council is working towards an environment where all employees, residents and service users receive equal treatment regardless of gender or gender reassignment, marital or civil partnership status, sexual orientation, age, disability, race, religion or belief, social origin, pregnancy and maternity.

### **Job Sharing**

A voluntary Job Sharing Scheme is in operation. Applications to job share are welcome and there is no requirement for you to apply with a partner.

### **Payment of Salaries**

Salaries are paid monthly on the last working day of the month. All payments are made by credit transfer direct to a nominated bank or building society.

### **Smoking Policy**

The Council operates a No Smoking Policy.

**Politically Restricted Posts**

The Local Government and Housing Act 1989, as amended by the Local Democracy, Economic Development and Construction Act 2009 designate certain posts as politically restricted. If this is the case it will be detailed on the job description and means that you would be disqualified from being a member of a Local Authority, the House of Commons or of the European Parliament. Further information is available upon request.

**Rehabilitation of Offenders Act 1974**

Having a criminal record will not necessarily bar you from working for the Council. This will depend on the nature of the post and the circumstances and background of your offence(s). To assist the Council in determining the suitability of your employment, certain posts are subject to a DBS check. If this is the case an appropriate statement will appear in the recruitment advertisement.