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**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 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.

**Crematorium Receptionist**

**Vacancy ID: 009865**

Salary: £10,112.27 – £10,340.59 Annually

Closing Date: 24/03/2019

**Benefits & Grade**

Grade D

**Contract Details**

Permanent

**Contract Hours**

22 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.

**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 a vacancy for a highly motivated, conscientious and enthusiastic Crematorium Receptionist.

The role will be very diverse and rewarding and involves working in an extremely busy frontline service to provide effective, efficient and professional front-line meet, greet and customer reception duties, which will assist in the delivery of a high-quality, compassionate and customer focussed, Burial & Cremation Service.

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, adopting tact, diplomacy and empathy, 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 will be given.

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.

An online application form and further information is available from [www.stockton.gov.uk/jobs](http://www.stockton.gov.uk/jobs).

Please ensure you refer to the Job Description and the essential and desirable criteria in the Person Specification when completing the Personal Statement on the application form, as this information is used to select candidates for interview.

If you would like an informal discussion about the post, please contact Vicky Hatton, Cemeteries & Crematorium Unit Manager, on 01642 527619.

The application form is available in alternative formats from Xentrall Recruitment Services, tel: 01642 526992 or email 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.

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| Stockton-on-Tees Borough Council | JOB DESCRIPTION |
| **Directorate:** **Community Services** | Service Area: Bereavement Services |
| **JOB TITLE: Crematorium Receptionist** |
| **GRADE: D** |
| **REPORTING TO: Cemeteries & Crematorium Unit Manager** |
| **1.** | **JOB SUMMARY:** To provide effective, efficient and professional front-line meet, greet and customer reception duties, which will assist in the delivery of a high-quality, compassionate and customer focussed, Burial & Cremation Service.To assist with the delivery of the Cemeteries and Crematorium Service, which includes five cemeteries and Stockton Crematorium, ensuring the relevant statutory functions and policies of the Council are properly implemented under the direction of the Cemetery & Crematorium Unit Manager.To provide front-of-house bereavement care services – adopting tact, diplomacy, empathy, and demonstrating high integrity and understanding throughout contact with the bereaved. |
| **2.** | **MAIN RESPONSIBILITIES AND REQUIREMENTS** |
|  | 1. | Act as a first point of contact for the Stockton Crematorium, adopting a courteous, professional and respectful manner at all times. |
|  | 2. | Serving customers at the front desk by greeting, welcoming and directing them appropriately. |
|  | 3. | Assisting bereaved families, stakeholders and partners with any queries, concerns or needs for assistance. |
|  | 4. | Assist with the Inspection, 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. | Ensure information posters, leaflets and application forms are kept up-to-date and promptly replenished. |
|  | 6 | Provide general clerical and administration support to the Cemetery & Crematorium Unit Manager, Assistant Crematorium Registrar and Crematorium Technician. |
|  | 7 | Assist with the safe storage of human cremated remains and subsequent retrieval from secure deposit room, managed disposal and/or delivery to the appointed approved person. |
|  | 8 | Actively promote the Crematorium by informing customer of other services that may be relevant or of interest to them. To keep abreast of organisational and procedural changes and topical issued in order to provide up-to-date information for all customers. |
|  | 9 | To act on behalf of customers to ensure that requests for service or assistance are progressed and that service delivery standards are met. |
|  | 10 | As and when required, undertake the duties of the chapel attendant, thereby:* Preparing all chapels for services, ensuring a consistently high standard of cleanliness, order and general appearance is maintained.
* Inspecting, tidying and arranging flowers in chapels between services and maintaining stocks of clean vases ready for visitors to Book of Remembrance Room. Ensuring the Book of Remembrance is turn to the relevant page and carryout general cleaning and maintenance duties within the crematorium and grounds maintenance in and around the crematorium complex.
* To supervise the use of the chapels, liaising with bereaved families, stakeholders and partners and effectively operate the computerised projector and music systems in accordance with requests from the bereaved family, where applicable.
* To assist all mourners, visitors, clergy and funeral organisers/funeral directors in a helpful, respectful and courteous manner at all times. Additionally, be in attendance near to the crematorium chapels to assist in all general enquiries when no funerals are being carried out.
* To ensure, at all times, the safety and security of all sets of cremated remains on temporary deposit or otherwise whilst stored in the crematorium building and maintain accurate records pertaining to this operation.
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|  | 11 | Assist with security patrol and locking/securing the Stockton Crematorium. |
|  | 12 | Ensure that the crematorium facilities and grounds are cleaned and maintained to a consistently high standard. |
|  | 13 | Develop and maintain a good and effective working relationship with stakeholders, including other local authorities, health authorities, medical referees, professional bodies and agencies involved with cemetery and crematoria matters. |
|  | 14 | Participation in the corporate appraisal scheme and identification of essential training and personal development needs that correlate with the business needs of the service and the department as a whole. |
|  | 15 | To play a constructive role in the development of the team, and to contribute towards a focused and purposeful group, through excellent working relationships with colleagues. |
|  | 16 | Attend meetings, seminars and training events as and when required. |
|  | 17 | To support and promote the Council’s core values and corporate service standards. |
|  | 18 | To enhance the Council’s image within the community by promoting awareness of services and achievements and encourage greater public participation. |
|  | 19 | To assist in the training and development of staff and to undertake such personal training as may be deemed necessary to meet the duties and responsibilities of the post. |
|  | 20 | To take reasonable care of your own health and safety and co-operate with management, so far as is necessary, to enable compliance with the Authorities health and safety rules and legislative requirements. |
|  | 21 | To undertake such other duties and responsibilities commensurate with the grading and nature of the post. |
| **3.** | **GENERAL** |
| **Job Evaluation -** This job description has been compiled to inform and evaluate the grade D 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.  |

**Job Description dated 2018**



**PERSON SPECIFICATION**

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| **Job Title/Grade** | Crematorium Receptionist  | Grade G |
| **Directorate / Service Area** | Community Services  | Bereavement Services |
| **Post Ref:**  | 34498 |

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|  | **ESSENTIAL** | **DESIRABLE** | **MEANS OF ASSESSMENT** |
| Qualifications  | * 4 GCSE’s Grade A to C (Including English and Mathematics)
* Has successfully completed or is working towards an NVQ Level 3 qualification in Administration, Customer Services (or equivalent)
 |  | Application form |
| Experience | * Experience of working within a team to provide a high standard of customer service.
* Experience in and working with information technology systems.
* Experience in producing handwritten material in a neat, legible manner.
 | * Reception and customer service front-line experience.
* Administration & clerical experience.
* Experience in communicating service information in a positive, sensitive and professional way.
* Experience of working to tight timescales to meet service demands.
 | Application / Interview |
| Knowledge & Skills | * Ability to communicate clearly both verbally and in writing.
* The ability to write information in a neat, clear and legible manner.
* Ability to record and process data accurately.
* Ability to deal politely, efficiently and extremely courteously with a wide range of individuals.
* Ability to demonstrate integrity, empathy, sympathy, trust, patience and respectfulness of the deceased and the bereaved at all times.
* Well-developed listening skills and ability to assimilate information.
* Ability to work as part of a team and to work independently.
* Good IT skills and the ability to operate bespoke burial and cremation related software.
* Ability to complete a range of facilities management operations, including cleaning of chapels, public areas and toilets, and grounds maintenance, safety and security functions.
 | * Knowledge and understanding of Bereavement service industry or similar front-line, sensitive service area.
* Knowledge and understanding of working within a statutory legal framework.
* Knowledge of the functions of a Unitary Council.
 | Application / Interview |
| Specific behaviours relevant to the post | * Demonstrate the Council’s Behaviours which underpin the Culture Statement.
* Friendly, helpful and sensitive disposition.
* Reliable
* Demonstrable commitment to providing a high quality service.
* Well organised
* Self-motivated and willing to commit to ongoing personal and professional development.
 |  | Application / Interview |
| Other requirements | * Post holder must wear the corporate clothing provided to maintain service identity and dress accordingly for all occasions whilst working within the service area.
* Post holder will be expected to work 5 days of a 6 day period.
* Will be required to adopt a flexible approach to working hours to meet the needs of the service.
 |  | Interview |

**Person Specification dated 2018**

**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.