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| **Job Description** | |
| **Post title** | Crematorium Attendant |
| **JE Reference No** | N7957 |
| **Grade** | 5 |
| **Service** | Regeneration and Local Services |
| **Service Area** | Environment |
| **Reporting to** | The post holder will be accountable to the Bereavement Services Manager & Registrar |
| **Location** | You will be required to work at both crematoriums within County Durham |
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| **DBS** | This post is not subject to a disclosure. |
| **Flexitime** | This post is not eligible for flexitime. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |
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| **Description of role** |

To assist in the provision of a sympathetic service to the bereaved, clergy, funeral directors and visitors and ensure that an atmosphere of dignity and the highest possible ethical standard is maintained at all times providing the role of crematorium attendant, chapel attendant as and when required. You will also carry out grounds maintenance/gardening duties associated with the crematorium and assist in administration duties.

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| **Duties and responsibilities** |

1. To undertake various horticultural and labouring duties in crematoriums and also across other service areas within the Directorate as and when required.

Typically:

* Shrub, tree, flowerbed and rose bed maintenance.
* Path and bed edging.
* Weed control.
* Pesticide applications
* Cleansing and litter picking (as necessary).
* Hedge cutting.
* Composting and wood chipping.
* Road, footpaths and channel cleaning.
* Cleansing of grass areas.
* Driving vehicles within licence class.

1. To work as part of a team, in the completion of the day-to-day tasks allocated.
2. To ensure that all plant and materials allocated are utilised effectively.
3. To ensure that vehicle/ plant checks are maintained and equipment is kept in a safe, clean working condition.
4. To ensure that all cremations are carried out in accordance with the Environmental Protection Act and the Guiding Principles of the Charter for the Bereaved or Code of Cremation Practice.
5. To operate all plant/ equipment as directed in a safe and competent manner.
6. To receive all cremations and to ensure that the service is properly conducted.
7. To receive and assist Ministers, Funeral Directors and Mourners.
8. Monitor services via closed circuit television and provide recorded music and committal at appropriate times.
9. Complete administration relating to ashes remains to ensure all ashes are correctly identified, stored and disposed of in accordance with the Cremation Regulations 1902 & 2008.
10. Assist with the transfer of coffin from catafalque to committal room.
11. Scatter and inter ashes remains in accordance with the instructions received from the Registrars.
12. Inspect, tidy and arrange flowers in chapel between services and maintain stocks of clean vases ready for visitors to Book of Remembrance.
13. Charge cremators as required and supervise and carry out cremations.
14. Carryout cleaning, maintenance duties, general office duties and ground maintenance in and around the Crematorium complex.
15. To carryout security patrol and locking up of the crematorium.
16. Check correct identity of coffins prior to accepting responsibility at the chapel entrances.
17. Undertake further training as and when required in order to be updated and familiar with all aspects of maintaining crematoria.
18. Requirement to have the F.B.C.A. Training and examination certificate for crematorium technicians or willingness to work towards gaining this certificate.
19. To be willing to work outside normal working hours in order to complete given tasks and agree to take part in weekend rotas etc, and on agreement that all extra hours will be paid overtime rates.
20. The completion of timesheets and other relevant forms during daily operations.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by Superintendant & Registrar.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety Policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal change to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information during the course of their work and follow the council’s policies and procedures in relation to data protection and security of information.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification Crematorium Attendant | | |
|  | Essential | Desirable |
| Qualifications | * Educated to GCSE grades 9, 8, 7, 6, 5, 4 or Grades A\* A,B, C   . | * Health and Safety Certificate * Current First Aid Certificate * Manual Moving & Handling Training * Customer Care training * Spraying certificates PA1 and PA6A * Relevant qualification in amenity Horticultural * An ICCM or FBCA Crematorium technician certificate qualification |
| Experience | Working in an outdoor environment  * Customer care * Working as part of a team * Manual Moving & Handling * Working with members of the public   Working in a stressful environment   * Computer literate | * Experience working in an amenity environment |
| Skills & Knowledge | * Good communication skills (written & oral) * Customer care * Ability to carry out instructions in a safe competent manner * Ability to input data onto spreadsheet * Health & Safety awareness * Office procedures * Health and Safety Issues * Vision Statement * Joint Committee structure/workings * Be able to work either alone for long periods or in a team and meet deadlines | * Basic IT Skills * Knowledge of crematorium workings * Cremation Act, EPA Act |
| Personal Qualities | * Flexible attitude to work * Commitment to quality customer service/service delivery. * Commitment to Health and Safety * Willingness to undergo further training * Team orientated * Present a professional and confident image * Be assertive, show initiative * Be enthusiastic and self-motivated * Interpersonal skills * Ability to demonstrate high standards of performance * Ability to work as part of a team * Commitment to customer care * Effective communicator * Thorough understanding of bereavement process * Problem Solving * Able to work weekends * Able to work late at short notice * Committed to implement and uphold the Councils and Central Durham/Mountsett Joint Committee’s policies * Willing to train |  |