

2021 VAC 136

**JOB DESCRIPTION**

**Job Title:** Crematorium Ceremony Support Officer

**Grade:** Scale 2

**Directorate:** Neighbourhood Services

**Responsible to:** Bereavement Services Manager

|  |  |
| --- | --- |
| **1.** | **Primary Purpose** |
| 1.1 | To provide ceremony support to attending Funeral Directors and their families at Sunderland Crematorium to ensure the smooth running of all funeral services |
| 1.2 | To review the legal paperwork for each service to ensure legal compliance |
| 1.3 | To maintain the appearance of public areas to provide a consistently high visual appearance for visitors at all times. |

|  |  |
| --- | --- |
| **2.** | **Key Responsibilities:** |
| 2.1 | To meet and greet attending Funeral Directors and funeral parties at Sunderland Crematorium, introducing yourself as the service representative and welcoming all and assisting the FD with the­ seating of the congregation in a timely and calm manner before each service. |
| 2.2 | Confirm the booking paperwork, coffin nameplate and booking forms ahead of each service, dealing with any discrepancies with discretion, professionalism, compassion and care for the awaiting family, and reporting any issues to the Bereavement Services Manager |
| 2.3 | Respond to enquiries from Funeral Directors, celebrants, stone masons and members of the public over the telephone and in person when attending the crematorium signposting them to relevant department where necessary or dealing with enquires directly where possible. |
| 2.4 | Ensure the appearance of the chapel and public areas are maintained throughout the day for each service |
| 2.5 | Coordinate with other personnel within the crematorium to ensure smooth running of all services |
| 2.6 | To provide First Aid when required to persons attending the Crematorium |
| 2.7 | Undertake administrative tasks as required by the Bereavement Services Officer and Bereavement Services Manager |
| 2.8 | Coordinate the musical tributes with the service provider where necessary |
| 2.9 | Provide technical support to Funeral Directors before, during and after each service where required. |
| 2.10 | Oversee the live web streaming of services to ensure appropriate start and finish times |
| 2.11 | Monitor CCTV throughout the building and provide support to anyone requiring assistance |
| 2.12 | Provide support where necessary to attendees of the Hall of Remembrance |
| 2.13 | Administer the daily paperwork for cremations and public notices in a timely manner |
| 2.14 | Assist cremator technician when required |
| 2.15 | To provide excellence in customer care and service to friends and families considering memorial options offering an understanding and supporting approach |
| 2.16 | To hold or obtain ICCM or FBCA Cremation qualification and provide staffing resilience in the crematorium during periods of service demand |
| 2.17 | Any other duties commensurate to the grading of the post |
| 2.18 | The post holder must carry out their duties with full regard to the Council’s Equal Opportunities Policy, Code of Conduct and all other Council Policies. |
| 2.19 | The post holder must comply with the Council’s Health and safety rules and regulations and with Health and safety legislation. |
| 2.20 | The post holder must act in compliance with data protection principles in respecting the privacy of personal information held by the Council. |
| 2.21 | The post holder must comply with the principles of the Freedom of Information Act 2000 in relation to the management of Council records and information. |
| 2.22 | To comply with the principles and requirements of the Data Protection Act 2018 and GDPR in relation to the management of Council records and information, and respect the privacy of personal information held by the Council |

Name of Author: Nicky Raine

Date: February 2021