**2021 VAC 230**

**Job Description**

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| **Job title** | Bereavement Services Technician |
| **Grade** | Grade 4 |
| **Service/Team** | Neighbourhood Services / Bereavement Services |
| **Main purpose of job** | To carry out burial co-ordination and cremation duties to ensure that all services which take place on behalf of Bereavement Services are carried out in compliance with relevant legislation and in line with council policy and procedures. |
| **Key responsibilities** | To ensure that all work of the crematorium and burial coordination duties are of an appropriate standard and quality to meet the objectives of the Council and the needs of clients/customers and prioritising workload to ensure that all work across the team is delivered within designated timeframes.  Work closely with cemetery grounds maintenance teams to ensure a high standard of service is provided to service users. To report any technical issues encountered by the grounds maintenance team which could adversely affect customer service quality or safety immediately to the Bereavement Services Manager or suitable delegate in a timely manner to ensure remedial action is taken.  During burial coordination and cremation operational duties maintain effective, polite and clear communications with families, Funeral Directors, members of the clergy or any other service user to ensure good customer service outcomes. |
| **Key tasks** | Attend to any customer complaint or service request received courteously and promptly, or referring the matter to the Bereavement Services Manager or suitable delegate promptly to allow an efficient response.  Maintain personal technical competence and training to the relevant standard, (currently Institute of Cemeteries and Crematoria Management (ICCM) to operate the cremation equipment and ensure compliance with relevant guidelines.  Carry out the cremation process in accordance with ICCM and council procedures, ensuring all works are carried out in a timely and professional manner and that the processing and handling of all remains after the process is complete is orderly and secure.  Maintain the crematoria chapel including memorial room, waiting rooms, gardens and grounds, and all other public areas tidy at all times to ensure the dignity and appearance of the facility for service users.  Attend to Books of Remembrance, accumulated floral tributes and visitor book to ensure the dignified appearance at all times in the Hall of Remembrance.  Ensure that the cremation rooms are kept tidy and secure at all times during the working day. Ensure that the crematorium and any other building is checked and securely locked before leaving the facility when key holding duties are assigned.  Comply with all operational procedures including health and safety, fire and evacuation plans when required.  Ensure all relevant documentation and records as required in connection with the cremation and burial of the deceased is correctly completed, managed, stored and shared with the appropriate parties in a timely and efficient manner.  Ensure burial records are maintained and stored correctly and any discrepancies observed are reported to management for investigation and correction.  Contribute to the on-going efficient operation of the cremation and burials service and implementing operational changes to improve efficiency where needed.  Assist where required in the inspections in the cemeteries including memorial masonry and carry out remedial action necessary to ensure safety of employees and the public. |
| **Other duties/specific policies** | 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.  The post holder must comply with the Council’s Health and safety rules and regulations and with Health and safety legislation.  The post holder must act in compliance with data protection principles in respecting the privacy of personal information held by the Council.  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.  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  The post holder must comply with the Council’s COVID-19 vaccination policy and guidance (where applicable). |