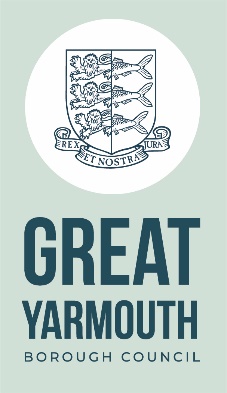
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Job description

**Cremator Technician (Ref: 000192)**

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| **Reports to** | Bereavement Services Manager |
| **Responsible for Directly** | 0 |
| **Total staff managed** | 0 |
| **Working environment** | Crematorium complex and cemeteries |

**Purpose of role**

* To undertake the cremation and burial of the deceased in accordance with statutory requirements and the Federation of Burial & Cremation Authority and Institute of Cemetery & Crematorium Management. The recording of all statutory and non-statutory information relating to cremations, interments and memorials
* To provide excellent customer service to members of the public, stakeholders and council departments dealing with enquiries and service requests
* The delivery of specific tasks associated with the role of Bereavement Services.

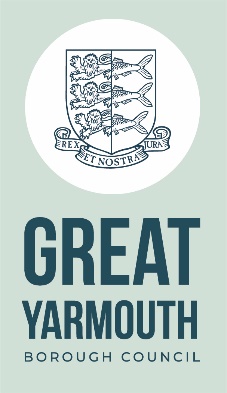
**Key result areas:**

**Operational responsibilities**

* The Code of Cremation Practice and any other practice required by statute and/or management will be adhered to at all times and the operation of cremators and ancillary equipment to be in accordance with The Code of Cremation Practice, manufacturers working codes of practice, relevant Council engineers or management requirements.
* Ensure systems used to identify deceased throughout the cremation or burial and that processes are strictly adhered to. Carry out chapel duties including pall bearing as and when requested to do so. Operate media equipment as and when required. Ensure correct music has been provided and checked for the following day’s services.
* Remove coffins from catafalque promptly at committal and transfer using relevant equipment and carry out final processing of remains once cremation has taken place using relevant equipment. Issue cremated remains as and when directed by management strictly in accordance with operating/recording procedures.
* Assist members of the public in the selection of plots. Locate new, existing graves and cremated remains plots, liaise with grounds maintenance staff regarding the same, mark out where necessary, attend interments and scatterings and place temporary memorials.
* Process the applications in order to give permission and erect and maintain a memorial. Confirm that the details on the application conform to the terms and conditions in force.
* Placing and removal of bronze dedication plaques and monitor existing dedications in the Garden of Remembrance.
* Liaise with Ministers, Celebrants and Funeral Directors to help ensure service meets requirements of the mourners.
* Maintain a high standard of cleanliness in all service areas of the complex including, chapel, waiting room, foyer, reception, chapel of remembrance, toilets and vase room, offices, the cremation area and the areas immediately surrounding the Crematorium.
* Ensure the security of the facility by locking and unlocking of the Crematorium complex.
* Display and dispose of floral tributes in designated areas, including Chapel, Wreath Cloister, Waiting Room, Chapel of Remembrance, scattering area and Garden of Remembrance. On week days, turn page of Book of Remembrance ensuring book for following quarter is available
* Maintain fishpond in the Wreath Cloister. Carry out routine maintenance of buildings or equipment as required by Council engineers and management and report mechanical/electrical breakdowns to Bereavement Services Manager and record in log.
* Undertake any other duties, which are consistent with those listed above and appropriate to the title and capabilities of the post holder.

**The above may change subject to consultation with the post holder.**

**This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.**

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# Person specification

|  |  |
| --- | --- |
| **Cremator Technician** | |
| **Experience/ Knowledge** | Previous experience of working in a Crematorium.  Experience in dealing with members of the public who may be distressed.  Able to operate computerised audio and cremator systems. |
|  | |
| **Qualifications** | Hold the Federation of British Burial and Cremation Authorities Certificate or the Institute of Cemetery & Crematorium Management Certificate in Cremation.  Hold a Manual Handling Certificate valid for at least 2 years.  Basic English and Mathematics.  Basic computer skills. |
|  | |
| **Competencies /**  **Skills** | Able to work on their own and as part of a small team.  Able to perform routine maintenance tasks.  Must be able to work to deadlines.  Able to communicate with people from all walks/levels.  Able to demonstrate empathy and have a caring approach with the public. Able to liaise with funeral directors, clergy and the public.  Self-motivated.  Able to retain confidentiality.  Must be assertive when required. |
|  | |
| **Personal Qualities and Attributes** | Able to carry out Pall Bearing duties which may include heavy lifting.  Able to perform heavy manual work.  Able to perform all duties in a sensitive environment.  Interested in assisting members of the public in general. |
|  | |
| **Behaviours** | Effective communication  Working together C:\Users\gwells\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Artboard 20@2x-100.jpg  Taking personal responsibility  Putting Great Yarmouth first  Respecting others  People focused  • Embracing change |
|  | |
| **Personal**  **Circumstances** | Ability to work extended working hours during busy periods.  Assistance with Open Days. |