

## **Institute of Cemetery & Crematorium Management**

### **Job Description and Person Specification**

#### **Post : ICCM Technical & Member Services Officer**

**Purpose of the job :** To assist the Chief Executive develop the role of the Institute as the national reference point for all matters relating to burial, cremation and exhumation.

**Work Location :** Home based office with travel to all regions of the UK as required to fulfil the requirements of the post.

**Reports to:** Chief Executive

#### **Contacts :**

**Internal :** Chief Executive  
All Institute officers  
Directors  
Members of the Institute

**External :** Burial and Cremation Authorities (Non-Corporate members)  
Training providers  
Government Departments  
Other service related organisations  
Members of the Public

#### **KEY TASKS:**

Respond to requests for consultancy services throughout the UK and produce project reports.

Assist with the implementation of the Institute Management Plan.

Organise the annual Learning Convention and Exhibition and Education Seminar and liaise with the Chief Executive on the same

Formulate new training courses, events and seminars in conjunction with the Chief Executive.

Act as tutor at courses and training sessions.

Present papers at conferences, seminars and Branch meetings.

Attend at meetings at various locations throughout the UK.

Carry out Charter validations at cemeteries and crematoria around the UK.

Produce reports for the Chief Executive

Assist in the review process for all Institute initiatives.

Assist with the promotion and administration of Institute initiatives including the Charter for the Bereaved, COTS, CTTS and Diploma course.

Assist with the maintenance and development of the Institute's website.

Produce membership guidance notes, newsletters and other information.

Advise the Finance & IT Manager of invoices to be raised for services provided.

Liaise with the all ICCM officers to ensure the smooth running of all Institute functions.

Carry out such additional duties as may be required from time to time by the Board of Directors or Chief Executive.

### **Person Specification**

#### **Post : ICCM Technical & Member Services Officer**

#### **ESSENTIAL :**

Diploma Holder

Previous experience in the management of cemeteries and crematoria

Full Institute membership

Full knowledge of legal, technical, health and safety and operational matters relating to burial, cremation and exhumation

Good working knowledge of health and safety legislation

Knowledge of Institute initiatives and policies

Good communication and interpersonal skills

Good presentation and public speaking skills

Able to work as part of a team and on own initiative

Computer literate

Methodical approach to problem solving

Full, current driving licence

**DESIRABLE**

CTTS Certificate  
COTS Certificate(s)