



Bereavement Services Operative

Salary £21,589- £24,313 for qualified and experienced operatives

Permanent- 37 hours per week

25 days holiday increasing to 30 days after 5 years plus bank holidays

Auto enrolment to Local Government Pension

**Are you a compassionate individual who enjoys working with people at a time of need?
About the role...**

We are looking for a generalist Bereavement Services Operative with the appropriate cemetery and crematorium qualifications and competencies to strengthen our existing team. A funeral is a very personal event and we are looking for someone who can undertake a challenging role with empathy, tact and diplomacy which will include the whole cremation or burial process. This is a rewarding opportunity to work alongside caring professionals who deliver an outstanding service to families.

You will also play a part in the general upkeep of the cemetery grounds including grass care and shrub works.

To be successful you will need...

- To hold or have made significant progress towards either The Institute of Cemetery & Crematorium Management (ICCM) Crematorium Technicians Training Scheme (CTTS) or the Federation of Burial & Cremation Authorities (FBCA) T.E.S.T (Training & Examination of Crematorium Technicians) qualification.
- To be competent and experienced within a cemetery and crematorium environment, carrying out chapel duties, cremation and burial processes and other associated duties.
- The ability to communicate with the bereaved in a calm, polite and sympathetic manner.
- To be a proactive team member with a positive attitude and customer focussed approach to work.
- Experience in the care or bereavement industry is desirable.

Special conditions:

Your daily working pattern will be arranged as business needs dictate, to reflect the flexible approach that is needed to manage the service. You may be expected to work reasonable additional hours from time to time in line with the needs of the service and some weekend working may be required to cope with demand peaks, service expansion, or in response to emergency planning situations. Recompense will be in accordance with the council's pay and reward policies. You may need use of a car for work purposes.

If you would like to have an informal chat about the post, please contact Ben Jenkins on 01242 264301.

We would also be interested to receive applications from newly- or nearly-qualified operatives.

To apply please email jobs@cheltenham.gov.uk with your CV and cover letter; tell us about your skills, knowledge, qualifications, experience and how they meet the criteria listed above and in the job description/person specification at www.cheltenham.gov.uk/jobs It's important that we're a good fit for each other, so let us know what's important to you and why you want to work for Cheltenham Borough Council.

Closing date: Thursday 30th April @ Midnight

Interview date: Monday 11th and Tuesday 12th May 2020

Please note that if you do not hear from us within two weeks of the closing date shown on the advert, unfortunately your application has not been successful on this occasion.

Our organisation is committed to safeguarding the welfare of vulnerable adults, young people and children. Safer recruitment practices are applied to all job vacancies. Successful candidates will be required to complete a pre-employment medical questionnaire; provide references; proof of identity; nationality and immigration status; three years' employment or education history (if applicable) and, in some cases, verification of criminal record.

WE ARE AN EQUAL OPPORTUNITY EMPLOYER

