

BUCKINGHAMSHIRE COUNCIL:
Chilterns Crematorium, Amersham
Bierton Crematorium, Aylesbury



Job Title: Crematorium Attendant
Contract Type: Permanent
Salary: Grade 3, £25,054 - £26,339

Overview

Our Crematoria team provide an expert service to our local community, making sure that every customer receives the best possible service from us at an emotionally charged time. We build excellent relationships with families, celebrants and funeral directors with the aim of coordinating a busy schedule of funeral services alongside cherished memorials for lost loved ones. Working at our crematoria can be challenging at times, yet highly rewarding, in a role where you'll see the impact of your work in front of you.

About the role

As one of a team of Crematorium Attendants, you will be one of the very first points of contact for each funeral service. You will be liaising with celebrants, funeral directors and families to ensure that the highest standard of service is delivered at our Crematoria. You will ensure that any requests that have been made are delivered and that the service runs smoothly and as scheduled. You will also be operating the cremators and associated equipment in our crematory, undertaking cremations in accordance with statutory requirements and ensuring that the deceased are cremated with dignity and respect.

Fixed:

As a 'fixed' worker, you'll spend most of your time in the same location, which will likely be a fixed office or location where your role is performed. Typically, you'll be based in the same location as the rest of your team, because you provide a particular service from that fixed location or need access to information there.

About you

You'll come to us with relevant experience in delivering a high level of customer service. You'll be confident in using webcast and media systems. Attention to detail and accuracy is key, as you support running a busy schedule of services, always ensuring the highest standards are achieved. You'll be hard-working and willing to apply yourself, comfortable working in a team or carrying out tasks by yourself. Previous experience in the industry is beneficial though not required, as full training will be provided. Above all, you'll be a caring and sensitive individual, with the ability to communicate effectively with all different types of people, as you guide them through a particularly difficult and challenging time. We're proud of what our colleagues have achieved over the two years in particular, working throughout the Covid-19 pandemic. Working under strict government restrictions has been challenging and our team works above and beyond to make sure our customers remain at

the heart of what we do. We're still facing ongoing pressures, so an adaptable, forward-thinking and 'can-do' attitude is necessary.

Crematoria Team Manager Marko said: *'We recognise that working at a crematorium can be daunting, we've all been there! As a team, we're keen to break down barriers and show people the reality of what it's like to work here. It's a really rewarding role, where you get to help people at a particularly difficult time in their lives. You'll need to be a people-person, with good empathy and conflict resolution skills. You'll be joining a supportive team who have really come together in the last couple of years – there is always room for future development and job prospects not only within our crematoria team but also the wider Council.'*

Other information

Surrounded by wildlife and nature, we've created a place of beauty for families to remember their loved ones as they enjoy our memorial gardens. You'll be based in the grounds of our Bierton & Chilterns crematoria, with tranquil views overlooking the beautiful Aylesbury Vale (Bierton) and Chiltern Hills (Chilterns).

If that's not enough reason to join us, you'll be entitled to a range of benefits from Buckinghamshire Council including a very competitive employer pension contribution; a minimum of 25 days annual leave allowance per year; a flex-time scheme; and discounts in local shops, restaurants, and gyms.

This role will close at midnight of the 18th September 2022

If you would like to visit one of our sites, or have an informal conversation, to find out more about this role please contact Marko Ljubisic at marko.ljubisic@buckinghamshire.gov.uk

For a job summary please click [here](#).

For further details, including how to apply, please click [here](#).