

Job Summary

Post Title	Crematorium Attendant	Pay Grade	Grade 3
Service Area	Crematoria Services	Line Manager	Crematorium Supervisor
Location	Chilterns Crematorium, Amersham Bierton Crematorium, Aylesbury	Job Family	Operations
DBS Check Required?	NO		

Section 1: Job Purpose and Job Context

To contribute to the provision of a high quality cremation and chapel service to residents of Buckinghamshire and the surrounding areas.

To work as part of a team to ensure that all cremation procedures are carried out in strict accordance with the required standards, that chapel services run smoothly and that the building and its immediate surroundings are kept in a clean and tidy condition.

Section 2: Main Responsibilities and Duties

- Undertake a range of activities across the crematory and chapels, operating the cremators and carrying out associated tasks in accordance with policies, procedures and codes of practice.
- Undertake routine monitoring and record keeping as required in respect of the operation and maintenance of the cremators and ancillary equipment, identifying and escalating any areas of concern
- Assist with daily and routine maintenance of the cremators and ancillary equipment and cleaning of the crematory, committal and adjoining rooms.
- Contribute to the security of the crematorium buildings and immediate surroundings ensuring that security procedures are implemented effectively and act as a key holder for the premises in accordance with working patterns.
- Assist with general maintenance tasks such as grass cutting, hedge trimming, snow clearance, leaf clearance and painting benches. Occasional use of a range of hand tools and equipment and light plant including operation of pedestrian operated and ride on machinery and mini-tractor.
- Prepare the crematorium chapels for customers, including distributing service sheets, meeting funeral corteges and checking identity documentation and statutory paperwork for the deceased.
- Administer and operate the chapel media system, and other electronic equipment, ensuring that the correct music, visual tributes and webcasts are provided for each cremation service and liaising with the system provider, funeral director and celebrant as necessary.
- Responsively and empathetically attend to the needs of mourners, funeral directors and celebrants. Assist mourners entering and leaving the chapels.
- Remain in attendance throughout cremation services and ensure that high standards are maintained within the chapels and floral tribute area between services.
- Responsible for receiving coffins into the chapel including checking the identity of the coffin against statutory paperwork.
- Scatter ashes within the garden of remembrance, either with or without families in attendance.
- Assist with a range of shared routine tasks such as ensuring the Book of Remembrance is correctly

displayed, upkeep of the vending machines and water dispensers, car park marshalling, conducting tours of the crematory and chapel and maintaining floral tribute areas and flower card stands.

- Assist with health and safety checks to ensure the safety of mourners and other visitors to the site, reporting any potential hazards to the Crematorium Supervisor.
- Able to work flexibly on a shift basis and to work from both Chilterns Crematorium, Amersham and Bierton Crematorium, Aylesbury, as required

Section 3: Values and Behaviours

We expect your values and behaviours to reflect the values of the organisation:

Proud

- Perform to your best every day
- Cares about delivering the role and setting high standards
- Uphold the reputation of the service and the wider Council

Ambitious

- Ambitious to learn, develop and fulfil potential
- Ambitious to do things better
- Solution focused looking for suitable resolutions

Collaborative

- Effectively engages with others sharing ideas and solutions
- Able to look at things from different perspectives
- Happy to work with others to achieve outcomes

Trustworthy

- Accountable for actions
- Behaves professionally and to professional standards
- Quick to respond and show initiative

The following criteria will be assessed from information provided on your completed application form, during the shortlisting and assessment process, and from your references.

Section 4: Knowledge, Skills and Experience (taken from role profile)	Job Specific Examples	Essential	Desirable
Significant practical experience supported by relevant vocational training.	Knowledge of the operation of a crematorium or equivalent operational customer focused process	✓	
Proven experience in the competent and safe operation, maintenance and security of specialised equipment, plant and/ or vehicles relevant to the role.	Operation of the cremators and chapel media system, operation of light plant equipment	✓	
In depth knowledge of relevant processes, systems, procedures, standards and regulations, including health and safety requirements.	Understanding of the cremation industry and related statutory requirements		✓
Good communication and interpersonal skills.	Work with funeral directors, celebrants and mourners attending the chapels for services	✓	

Literacy and numeracy skills with ability to maintain accurate records.	Interpretation of webcast and media requirements for chapel services and cremator monitoring records	✓	
Good planning and organisational skills, with ability to use initiative, prioritise workloads and achieve deadlines.	Ensure that cremations and chapel services run to schedule and in order and that requests for witnessed charging are accommodated	✓	
Ability to learn and work basic computer based operating and recording systems	Operation of the cremators and chapel media system	✓	
Good literacy and numeric skills	Interpreting webcast and media requirements for chapel services	✓	
Qualifications		Essential	Desirable
Educated to NVQ 2 / 3 standard or equivalent (or significant equivalent vocational experience)		✓	
Possess (or gain within six months after training) a recognised certificate of competence in the operation and maintenance of cremation and ancillary equipment		✓	
Other Requirements		Essential	Desirable
The ability to converse at ease with customers and provide advice in accurate spoken English		✓	
Basic ICT skills including use of Microsoft applications		✓	
Contractual early/late and weekend working on a 4 week rota		✓	
Ability to work occasional overtime to meet the needs of the services, and bank holiday attendance on a rota basis		✓	
Flexibility to provide cover and work at both the Councils crematoria sites if required		✓	

This job summary is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances, in discussion with the post holder. This job summary is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and ongoing discussions with the designated manager.