

Job Description

Post: ICCM Technical Services Officer

Purpose of the job: To provide technical support and advice to ICCM members; to contribute to the ICCM website and social media accounts; to formulate and deliver training to ICCM members; to identify opportunities for and undertake consultancy work; to take the lead on specific projects in agreement with the ICCM Chief Executive

Office Base: Home based, with travel around the UK as required

Reports to: Chief Executive

Contacts:

Internal –

- Chief Executive
- Deputy Chief Executive
- ICCM Officers
- Directors
- Professional & Corporate ICCM Members
- Company Solicitor

External -

- Allied Organisations
- Burial and cremation authorities and employees (non ICCM members)
- Members of the public
- Training providers
- Suppliers
- Press and other media

Key Tasks

Provide technical advice via telephone and email to ICCM members and non-members, and signpost to alternative officers as required

Contribute to keeping the ICCM website and social media accounts up to date

Prepare board reports when required

Compile statistics and produce reports as requested by the Chief Executive

Present papers at conferences, seminars and Branch meetings as required

Assist with the implementation of the ICCM Management Plan

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 courses

Undertake Charter for the Bereaved validation visits

Assist with developing ICCM policies and member support

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

Formulate, update and deliver training courses

Identify opportunities for and undertake consultancies

Take the lead on specific projects/service areas in agreement with the Chief Executive

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

Any other duties commensurate with the post as directed by the Chief Executive

Person Specification

Post: ICCM Technical Services Officer

ESSENTIAL:

ICCM Diploma

ICCM CTTS Certificate

Knowledge of legal, technical, health and safety and operational matters relating to burial, cremation, exhumation and public health funerals

Previous experience in the management of cemeteries and crematoria

Knowledge of Institute initiatives and policies

Knowledge of products and services suppliers to the bereavement profession

Good working knowledge of health and safety issues, laws and regulations

Good communication and interpersonal skills

Good presentation and public speaking skills

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

Able to manage own time to meet deadlines

Computer literate

Full, current driving licence

DESIRABLE

ICCM COTS Certificate(s)

Experience of delivering training