***Job Description***

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| **Post title** | Cemeteries Officer & Relief Cremation Technician | **Grade** | E |
| **Department** | Burial and Cremation Service | **Post ref** |  |
| **Location** | Borough Wide (x4 Cemeteries) working form Thornton & Southport Crematoria |  |  |

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| **Overall job purpose** |
| To be the first point of contact for visitors to Sefton's Cemeteries, Crematoria and  Gardens of Rest.  To oversee/manage the onsite burial process of the deceased including assisting with burial procedures in accordance with FBCA code of burial Practice To manage the physical exhumation process for cremated remains across all cemeteries.  To ensure the service has sites that are welcoming, clean, well-maintained, and safe at all times.  Frontline operational Officer for the burial and cremation service, including customer care of the bereaved and other service users while delivering, burial, cremation, memorial, or administrative services, in line with legislation, permit, codes of practice and procedures  Maintain our reputation as a caring and professional service  To provide a caring, sensitive, and high-quality service to the bereaved and members of the public attending the cremation service.  To be able to undertake cremation duties without notice to cover at either Thornton or Southport Crematoria.  To work out in all inclement weathers to ensure the burial and cremation service is provided at all times |

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| **Reporting relationships** | |
| **Reports to:** | Operational Supervisor cemeteries |
| **Responsible for:** | None |

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| **Key tasks and responsibilities – post specific** |
| Maintain our reputation as a caring and professional service. For example: maintain an atmosphere of reverence and respect; comply with legislation/codes of practice; inform and guide customers in a sensitive manner; high level of personal and facility presentation |
| Regular patrol and physical inspection ensure the cemeteries/crematoria are safe, clean and accessible at all times; this will involve checking, maintaining supplies/stock, buildings, cremators, grounds/estate and memorials. |
| Update, maintain and report accurate, timely records, such as, daily log sheets; maintenance/defect reports; scatter appointments; inspections; meter readings; etc.; in adherence to procedures, permit, codes of practice and legislation |
| Identify graves for burials, and attendance at the burial to ensure the appropriate documents are in order and manage and be accountable for burial processes throughout. |
| To attend on reception of the funeral cortege and assist clergy, officiants, funeral directors and public as required tactfully and sensitively. |
| To operate all associated equipment with the chapel and cremation duties on a relief basis within the service including processing machines, and miscellaneous equipment (webcasting, visual tribute systems, Audio systems, and all cremation associated machinery) as required by service demand |
| To assist for and when necessary, with the removal process of trespassers from the grounds who are otherwise not attending graves. Including liaison with Sefton Arc and the Police to ensure relevant support is available. |
| To assist the general public and where necessary to locate graves and memorials in cemeteries, to assist with the purchase of new graves in all cemeteries where required by meeting families/the bereaved for this process. |
| To ensure that any enquiries/complaints relating to burial and cremation service from the public are directed to the correct officer for processing if not dealt with at point of contact, |
| To ensure the cemeteries/crematoria and their accessible public facilities are  safe, clean and tidy at all times, this will involve checking and reporting to service management any discrepancies if not able to rectify at point of need. |
| To check memorial stability of cemetery memorials when required for public safety |
| To dispose of cremated remains when required inline with the applicant instructions either by scattering or burial |
| To assist with horticultural maintenance work applicable in the grounds of the crematoria both Thornton and Southport including memorial installation when on relief duties. |
| To oversee the weekend burial process for faith burials at short notice in line with service demand through contracted overtime. |
| Any other duties as may be appropriate within the grading of the post |
| To undertake duties at both Thornton and Southport Crematoria on request where there is a service need. |
| To observe all Health and Safety Regulations in the workplace. |

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| **Key tasks and responsibilities – General/Special conditions** |
| The post-holder will be expected to comply, observe and promote the equal opportunities of the council. |
| This is a 36 hour a week post operated over 5 days, during lunch breaks staff have to maintain the operating capacity of the cremators and chapel on a rota basis |
| All staff are responsible for the implementation of the Health and Safety Policy so far as it affects them, their colleagues and others who may be affected by their work. The post holder is also expected to monitor the effectiveness of the health and safety arrangements and systems to promote appropriate improvements where necessary. |
| The post-holder will be expected to undertake, and participate in training, coaching and development activities, as appropriate. |
| Adhere to relevant working practices, methods and procedures including undertaking relevant training and development as required and respond positively to new and alternative ways of working. |
| Carry out any other reasonable duties and responsibilities commensurate with the grade and level of responsibility of the post. |
| Engage with digital models of service delivery and support the implementation of digital working methods. |
| Manage and / or use resources in ways that ensure value for money and support the Sefton 2030 agenda. |
| Demonstrate a commitment to the delivery of excellent service for all customers and service users. |
| The post is customer facing therefore you must have the ability to fulfil all spoken aspects of the role with confidence through the medium of English |
| This post is exempt from the Rehabilitation of Offenders Act 1974 and therefore you are required to declare any convictions, cautions, reprimands and final warnings that are not protected (exceptions) Order 1975 (Amendment) (England and Wales) Order 2013. |
| The Authority has an approved Equality policy in employment and copies are freely available to all employees. You are expected to comply, observe and promote the equality policies of the council. |

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| **Employee signature** | | | |
| *This job description represents a statement of the duties of the post but does not include all minor duties. It is inevitable that over time the nature of an individual post will change and existing duties many be lost and others gained without changing the general character of the duties or the level of responsibility. As a result the Council expects that this job description and person specification will be subject to revision.* | | | |
| **Employee signature:** |  | **Date:** |  |

***Person Specification***

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| **Post** |
| Cemetery Officer & Relief Cremation Technician |

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| **Skills** | **Essential / Desirable** | **Assessment** |
| Excellent customer service skills | Essential | Application Form/ Interview |
| Ability to use own initiative | Essential | Application Form/ Interview |
| Effective verbal communication skills | Essential | Application Form/ Interview |
| Excellent customer service skills | Essential | Application Form/ Interview |

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| **Knowledge** | **Essential / Desirable** | **Assessment** |
| Knowledge of cemetery lay out and grave locations by using cemetery mapping documents | Essential | Interview |
| Knowledge of computer-controlled equipment (cremation) | Essential | Application Form/ Interview |
| Ability to demonstrate a sympathetic and patient attitude | Essential | Application Form/ Interview |
| Knowledge of Health and Safety and working practices in a bereavement environment | Desirable | Application Form/ Interview |

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| **Experience** | **Essential / Desirable** | **Assessment** |
| Working with the Public in a bereavement environment | Essential | Application Form/ Interview |
| Understanding the principles of all legislation and codes of practice associated with the burial and cremation service | Essential | Application Form |
| Working in a sensitive environment Confident and enthusiastic with the physical ability to undertake the full duties of the post | Essential | Application Form/ Interview |
| Working in a sensitive environment | Desirable | Application Form/ Interview |
| Experience for different faith funerals and their requirements. | Desirable | Application Form/ Interview |

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| **Qualifications** | **Essential / Desirable** | **Evidence** |
| Certificate of Proficiency in Cremator Operation | Essential | Application Form/ Certificate/Interview |
| A Good understanding of Literacy and Numeracy | Essential | Application Form/ Certificate/Interview |
| ICCM cemetery/crematorium administration module | Desirable | Application Form/ Certificate/Interview |

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| **Additional information / other requirements of the post** |
| * A full, clean driving licence and access to a vehicle * It is a requirement that upon entering the service, the post holder must undertake the training if not already in held of the FBCA crematorium Technician Training to formally hold a certificate of Proficiency in accordance with the Cremation Regulations. * This is a 36 hour a week post operated over 5 days, with weekend working required for Faith funerals as deem required by the service. |

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| **Date produced / last amended** |
| January 2022 |

**Equality Act 2010**

If appropriate, disabled candidates should indicate on the application form if they have needs which should be considered at the shortlisting stage.

Where the post-holder is disabled, every effort will be made to support all necessary aids, adaptations or equipment to allow them to carry out all the duties of the job.

*Since confidential information is involved with the duties of this post, the post-holder will be required to exercise discretion at all times and to observe relevant codes of practice and legislation in relation to data protection and personal information.*