

ROLE DESCRIPTION

Role title	Crematorium Operative		
Directorate	Communities		
Reporting to	Specialist Operations Manager		
Grade	Grade 13		
Evaluation ref	TR0214	Job Family Ref	Regulatory, Planning & Governance
Role purpose			
To deliver a high-quality provision within a customer facing role that demands multi -disciplinary knowledge and skills within the Crematory, Chapel, and Grounds of the Crematorium.			
Key results area	Accountability		
Statutory Knowledge/Understanding	Maintain an up-to-date knowledge of legislation and risk assessments associated with all elements of delivery at the Crematorium. Comply with ICCM and FBCA code of practice, Burial Act of 1853, the Cremation Act of 1902 and revised 1952, and G5 Regulations Process Guidance Note 5/2 (12) Statutory Guidance for Crematoria are understood and met.		
Grounds Maintenance Duties	Conduct daily grounds maintenance to a high standard, including grass cutting, weed spraying, pruning, planting, hedge cutting and other general maintenance. Digging graves, plotting, and mapping graves. Laying and fixing Memorials.		
Chapel Service Duties	Responsible for the running of the Chapel Service and media system. To ensure all legal documentation is correct. All visual and musical tributes are uploaded and tailored to each officiant. Time management with tact over the use of the chapel and the next service to commence on time. Liaising with external services, ensuring specified requirements are met for service users. Supervising and leading witnessed burials. Escorting service users to graves/memorial site, while ensuring mourners have the respect and empathy required during a very difficult time.		
Team	The postholder will be required to provide day-to-day supervision of cremation activities including on site guidance and training to other employees as required.		

ROLE DESCRIPTION

Customer Service	Maintain professionalism and integrity in all interactions with service users, and engaging with a diverse range of people, faiths and beliefs with respect and reverence. Promote diversity and equality to all service users and have exemplar understanding of Confidentiality and GDPR requirements.
Cremation Duties	Carry out Cremations and associated duties at Somerset Council Crematoriums in accordance with the Cremation Act and the Guiding Principles of the Institute of Cemetery and Crematorium Management, including any future amendments. This includes cremating, raking out remains and any other necessary duties. Responsible for all legal requirements in relation to crematory service, and checks, processes and cleaning are completed and recorded.
Maintenance	Conduct and record daily maintenance checks on equipment and machinery. Maintain cremators and cremulator in working order; de-ash cremator; general repairs and maintenance to buildings and grounds. Use of tractor mowers and trailer.
Administrative Duties	Responsible for all documentation relating to cremations, make entries in registers; compile stock reports; generate orders for stock using approved system; generate ash-holding reports for office action; generate stock level reports as and when required.
Cleaning Duties	Maintain the cleanliness of the Crematorium facilities and associated areas to the highest standard.
Floral Tributes/Wreath duties	Handle tributes in a safe and respectful manner which includes the placing and removing of tributes from display areas. Clearing areas for displays and grounds maintenance to view displays as needed.
Health and Safety	All duties must be carried out to comply with the Health and Safety at Work Act, the Code of Cremation Practice, COSHH Regulations and other relevant Codes of Practice.
Other Duties	Support colleagues across other Council owned Crematoriums as needed by the service.

Qualification/Knowledge/Experience/Skills

Qualification

- Hold the FBCA Cremators license.

Knowledge

- Competent knowledge to comply with the Code of Cremation Practice.
- Competent knowledge to Comply with COSHH regulations and Health and Safety at work Act.

ROLE DESCRIPTION

- Must have an understanding and knowledge base of Outlook, Word and Teams and possess the ability to learn new systems.

Skills

Essential

- Good literacy and numeracy skills to check and convey information with accuracy.
- The role requires the post holder to lift and move heavy objects, i.e., casket of deceased/ remains, with manual handling training.
- Operating the Crematory and ancillary machinery and equipment.
- Must be able to demonstrate flexibility within the role.
- The ability to engage with a diverse range of people, faith and beliefs without prejudice, thus being able to deliver a wide range of diversity and equality.
- Demonstrate excellent customer service skills.
- Demonstrate professionalism and integrity in all interactions.
- Show empathy and compassion.

Dimensions of role

- No direct reports
- No budgetary responsibilities

Notes

Competencies / attributes	Somerset Council has developed an attributes framework which will be a key component of the role; this can be found on the Council's website.
Working conditions:	Office and outside working within the Crematorium, Chapel and grounds. Daily exposure to disagreeable, unpleasant, or hazardous environmental working conditions. Occasional unsocial hour and weekend working.
Working arrangements:	Shift Work / 4 week rolling rota / 28 hours per week.

Corporate Responsibilities

Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do.

Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.