

Role Profile

Job Title:	(Trainee) Crematorium Assistant
Location:	Hendon Cemetery & Crematorium
Department:	Cemetery & Crematorium
Directorate:	Communities, Adults & Health
Grade:	(Grade D) Grade F
Type of Working:	On site
Reports to:	Crematorium and Grounds Operations Manager

1. Job Purpose:

- To work in a team of crematorium officers, providing a comprehensive range of crematoria and funeral related services, working a seven-day week and bank holiday rota including the requirement to work staggered start and finish times by rota and as directed by the senior crematorium officer.
- To provide day-to-day facility management services including grounds maintenance operations, conducting safety and security operations of the chapel facility, patrols of the grounds and buildings, undertaking road traffic management duties and cleaning of the chapels and toilets etc.
- To provide sensitive front-of-house bereavement care services adopting tact, diplomacy, empathy, and demonstrating integrity and understanding throughout contact with the bereaved.
- Until qualified, the Trainee will always work under supervision.

2. Key accountabilities:

Role Specific Responsibilities

- To undertake the reduction of human bodies by the process of cremation, adhering to all legislative, health & safety and license requirements, following approved code-of-practice throughout and by employment of best available techniques whilst always maintaining dignity and respect for the deceased.
- To undertake coffin bearing services by appointment, conveying the coffin from the funeral hearse in to chapel AND undertake all other physical and manual handling

processes to ensure the coffin arrives in the crematory and is charged in the cremator maintaining dignity and respect for the deceased at all times.

- To undertake day-to-day maintenance of the cremators and related equipment and report identified faults to the crematorium supervisor or appropriate manager and ensure their efficient use at all times.
- To process cremated remains and prepare them for presentation for disposal or release to applicant, including engraving plaques and transferring ashes to the required casket or urn and delivering them to the office for release when required.
- To ensure the accurate and efficient administration of the ash store, ensuring the clear identification of the deceased's ashes throughout the storage process.
- To play music and visual images in chapel, using multi-media systems including compact disk, recorded digital mediums, and slide show presentations, ensuring the needs of the bereaved are met during the funeral service.
- To liaise with the funeral director, celebrant/officiate and the applicant for cremation etc and ensure all service requirements are identified and met.
- To undertake public appointments with the bereaved including ashes burial and scattering and the selection of cremation memorials.
- To assist when required in an emergency, to complete the excavation of graves, including the preparation of the grave for burial and back-filling, using manual and mechanical excavation equipment as and when required.
- To undertake grounds maintenance activities of the cremation gardens including planting, pruning, weeding, and grass cutting and clearing flower tributes from the display areas.
- To display public information including the order-of-service and flower identification card and undertake the daily turning of the pages of the books of remembrance.
- To undertake safety and security patrols of the grounds and buildings and attend to road traffic management duties at times of high visitor attendance.
- Undertake other facility management duties including cleaning chapels and crematory etc and public areas including the cloisters, book of remembrance and public toilets, ensuring their readiness for inspection without notice.
- To support the operations of the bereavement service by responding to enquires and providing administration and other support.
- To act as a first aider, as defined by the First Aid at Work Regulations, delivering appropriate treatment and advice and completing appropriate documentation responding to accidents, incidents and other reports within the chapel and in the general grounds and office.
- Until qualified, the Trainee will always work under supervision.

3. Financial Responsibilities:

None

4. Health and Safety Responsibilities (choose one option):

As an employee of the London Borough of Barnet, you are required to:

- Abide by Barnet's health and safety policy and associated arrangements
- Complete mandatory health and safety training
- Follow safe systems of work and use devices/guards provided for safety.
- Wear/use personal protection equipment where issued and instructed to do so, including lone working devices.
- Report any Accident/Incidents/Hazards.
- Take care of your own and other's safety, health and wellbeing

5. Promotion of Corporate Values

To ensure that customer care is maintained to the agreed standards according to the council's values. To ensure that a high level of confidentiality is maintained in all aspects of work. Our values:

Caring / Learning to Improve / Inclusive / Collaboration

6. Flexibility

- The post holder will be required to vary hours of work with little or no notice to respond to breakdown of equipment and ensure delayed and/or overrunning funerals take place and ensure cremations are completed within legal timeframes, permit-to-cremate and accepted codes-of-practice etc.
- From time to time the post holder may be required to provide other duties to support the requirements of the Cemetery and Crematorium Manager. The requirements will be consistent with the grade and status of the post.

7. The Council's Commitment to Equality

To deliver the council's commitment to equality of opportunity in the provision of services. All staff are expected to promote equality in the workplace and in the services the council delivers.

PERSON SPECIFICATION

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Grade:	(TBA) Grade F
Type of Working	On site
Reports to:	Operations Manager

Criteria	Essential/Desirable	Assessed by:
Professional Membership/Qualification		
The Trainee will be required to attain the Crematorium Technicians Training Scheme qualification operated by the Institute of Cemetery and Crematorium Management or the Training and Examination Scheme for Crematorium Technicians run by the Federation of Burial and Cremation Authorities.	Essential	Application/Interview
The Crematorium Assistant will be required to have the Crematorium Technicians Training Scheme qualification operated by the Institute of Cemetery and Crematorium Management or the Training and Examination Scheme for Crematorium Technicians run by the Federation of Burial and Cremation Authorities.	Essentia	Application/Interview

Experience & Knowledge		
<p>The Cremation Assistant must have;</p> <ul style="list-style-type: none"> • The ability to provide and deliver efficient and effective crematorium operations. • The ability to handle coffins, cremation caskets and Urns including bearing a coffin in to chapel from the hearse. • The ability to maintain efficient, effective and secure storage and filings systems relating to cremated remains and documentation. • Ability to complete a range of facilities management operations including cleaning of chapels, public areas and toilets, grounds maintenance, safety and security functions. 	Essential	Application/Interview
<p>The Trainee will be supervised and taught how to have;</p> <ul style="list-style-type: none"> • The ability to provide and deliver efficient and effective crematorium operations. • The ability to handle coffins, cremation caskets and Urns including bearing a coffin in to chapel from the hearse. • The ability to maintain efficient, effective and secure storage and filings systems relating to cremated remains and documentation. • The ability to complete a range of facilities management operations including cleaning of chapels, public areas and toilets, grounds maintenance, safety and security functions. 	Essential	Application/Interview
Skill & Ability		
<ul style="list-style-type: none"> • Ability to manage own workload and meet deadlines • Ability to work on own initiative. 	Essential/Desirable	Application/Interview
<ul style="list-style-type: none"> • Communicate and work effectively in a team creating a positive team spirit. • Ability to work on a rota requiring evening, bank holiday and weekend working. 	Essential/Desirable	Application/Interview
<ul style="list-style-type: none"> • Ability to work effectively in a bereavement environment and establish positive relationships with managers, staff, funeral directors, celebrants and the bereaved in a way that establishes confidence, credibility and trust. 	Essential/Desirable	Application/Interview

<ul style="list-style-type: none"> • Display an awareness of performance objectives and work proactively to improve own performance and that of the team. • Able to deliver the council's commitment to equality of opportunity both in the provision of services and as an employer. 	Essential/Desirable	Application/Interview
<ul style="list-style-type: none"> • Able to communicate effectively with colleagues, the bereaved and stakeholders at all levels and demonstrate practically the Council's commitment to Customer Services. • Ability to demonstrate integrity, empathy, sympathy, trust and patients and be respectful of the deceased and the bereaved at all times. 	Essential/Desirable	Application/Interview
<ul style="list-style-type: none"> • Able to fully utilise multi-media and IT systems and operate bespoke cremation related software. <p>In all instances the Trainee will be guided and supervised on how to achieve the above Skills and Abilities</p>	Essential/Desirable	Application/Interview
Values & Behaviours (only include those that are relevant to the role, must have at least 1 behaviour per value)		
Caring		
Integrity- I work with candidates and colleagues in a way that builds trust.	Essential/Desirable	Application/Interview
Support- I support my colleagues to deliver excellent services. I focus on resolving any issues and capturing lessons learnt	Essential/Desirable	Application/Interview
Learning to Improve		
Insight- I regularly rely on evidence and professional standards to support my work and decision making.	Essential/Desirable	Application/Interview
Agile-I am fully empowered to act within the scope of my role	Essential/Desirable	Application/Interview
Growth Mindset- I take responsibility for my own personal development, growth and learning and support others with their learning and development where I can	Essential/Desirable	Application/Interview
Inclusive		
Personal Responsibility- I am curious about what is important to others around diversity. I reflect and act upon this curiosity to improve my own understanding	Essential/Desirable	Application/Interview
Engage with discomfort- I am open to and reflect on what makes me uncomfortable and use my engagement with others to challenge myself and constructively challenge others	Essential/Desirable	Application/Interview

Caring for people, our places and the planet

Champion Diversity- I recognise the advantages and importance of equality, diversity and inclusion in delivering outcomes for residents, and take an active role to ensure they are implemented and integrated in everything I do.	Essential/Desirable	Application/Interview
Collaborative		
One Team- I actively and purposefully build my network of relationships with people across the Council and with partners. I proactively seek feedback and evidence as a way of learning from and improving the way I work with others	Essential/Desirable	Application/Interview
Accountable- I accept responsibility for my own actions and decisions, and demonstrate commitment to ensuring these align to what is best for Barnet	Essential/Desirable	Application/Interview
Outcomes Focused- I adapt my way of working to best suit the outcome we are trying to achieve within the scope of my role and professional standards	Essential/Desirable	Application/Interview