



Job Description

Post Title: Senior Crematorium Officer

Band: 7

Responsible To: Crematorium Manager

Date Prepared: July 2019

Overall purpose of job:

This role is integral to the performance and service of our new crematorium. You must be a team player and willing to carry out various different roles when required. You will undertake all technical duties relating to the cremation service, including carrying out cremations, acting as chapel attendant as well as being a point of contact for support and advice. Promoting an efficient, dignified bereavement service is key to this role and therefore previous experience of working in a similar environment is essential.

Here at West-Lindsey District Council we have a set of values that we pride ourselves on, these are:

Customer first
One council
Business Smart
Communicate effectively
Integrity in everything

As a member of our team you must be able to demonstrate these as you will be measured against them as part of your on-going performance review.

Main Duties and Responsibilities

- To maintain an excellent bereavement service and facilities for WLDC in line with the Bereavement Strategy and in accordance with all relevant legislation, policies and procedures.
- To conduct chapel attending duties including cleaning, day-to-day repairs and general minor maintenance. Liaise with Ministers, Funeral Directors and families in a professional, empathetic manner. Preparing the Chapel to comply with the various religious service requirements or secular services to respect the wishes of the bereaved.
- To be responsible for the identification of unauthorised memorials and take the appropriate action.
- To assist and ensure that all Bereavement Service administration duties are carried out under relevant legislation & policies, ensuring that security & confidentiality are adhered to at all times.

- To ensure that cremated remains are correctly identified, stored and disposed of as appropriate.
- To ensure all areas in and around the building, (e.g. any equipment, the Book of Remembrance Room, floral display areas, tower block area) are clean, tidy, safe and maintained to a high standard of presentation.
- To be responsible for complying and promoting health & safety procedures at all times.
- To provide a professional front-line reception service when required with the ability to communicate effectively.
- To provide help, advice and accurate information to visitors, enquirers and colleagues (including explaining what the Service does and how it works) and carry out all duties with due regard to 'Customer Care' principles, including providing 'hospitality' as required.
- To ensure the Cremator is operated within the latest mercury abatement including Secretary of State's Guidance Note PG5/2(latest version) and Air Quality, including day-to-day repairs and general minor maintenance.
- To be responsible for the development of the team in order to provide a high quality, customer focused service, ensuring all relevant training and qualifications are up to date.
- To develop excellent working relationships with local funeral directors and celebrants.
- To contribute to the development of all the appropriate operating policies and procedures necessary to deliver a high quality and compliant crematorium service.
- To be responsible in the absence of the Crematorium Manager for the management of all aspects of the operations.
- To manage the facility in accordance with the principles of performance management to ensure that the required standards of service quality are maintained at all times and are benchmarked against industry standards.
- To be responsible for the management and maintenance of all statutory records and to ensure the facility is secure.
- To ensure accurate and timely production of all information required for official returns, statutory requirements and performance measurement.
- To effectively assist in the management of the crematorium operations including management of staff and other resources in accordance with council policies.
- To ensure that effective arrangements are sustained for the supervision and operation of the crematorium.
- To coordinate the investigation and resolution of complaints within the service, ensuring lessons learned are implemented and audited.
- To be responsible for regular and effective dissemination of information to all staff.

- To identify the annual maintenance requirements of the service in consultation with Facilities Management to ensure that all buildings, including the immediate environment, are maintained to a specific standard.
- To identify and promote business opportunities within the facilities to expand services and improve the financial position.
- To assist in preparation of budgets to ensure the systems for purchasing and payments associated with the service are in place and working effectively.
- To actively liaise with service users and key stake holders to promote and develop all aspects of the service and provide information, advice and guidance on related services.
- To ensure adherence to contract management principles and delivery of all contractual and statutory requirements to achieve the high standard service required by the council.
- To promote equality as an integral part of the role and treat everyone with fairness and dignity.
- To maintain business continuity and the emergency planning process for the service.
- To undertake duties in such a way as to enhance and protect the reputation and public profile of the council.
- To be responsible for the day to day management of all staff within the crematorium service in the absence of the Crematorium Manager.

Corporate and Other Duties

The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expect all their entire staff share this commitment. As part of this commitment all staff will attend a safeguarding briefing as part of their induction and be expected to familiarise yourself with the safeguarding policy.

Generic Competencies

The post holder is required to be proficient in all areas within Level Two of the Council's Behaviour Framework.

Understanding and Promoting Core Values and Behaviours

In fulfilment of the role, the post holder will be expected to be aware of, take account of and demonstrate the Council's agreed core values and behaviours.

Working corporately and with partners.

Where necessary, to assist and actively contribute to the development and delivery of corporate or partnership projects/initiatives.

Health and safety, regulatory and legal

- To understand the legal and regulatory framework in which the role will operate and work within it.
- To give due consideration to health and safety in the carrying out of duties.

Signed: _____ Dated: _____



If you require this Job Description in another format e.g. large print, please contact Customer Services on 01427 676676, by email customer.relations@west-lindsey.gov.uk or by asking any of the Customer Services staff.