



Job Description

Post Title: Trainee Crematorium Officer

Band: 5

Responsible To: Crematorium Manager

Date Prepared: July 2019

Overall purpose of job:

This is a great opportunity for anyone who is looking for a career in Bereavement Services. You must have passion and drive as well as self-motivation for this post as obtaining the required qualification alongside working is essential (details of the required qualification are noted below). If you can work unsupervised using your own initiative, and always maintain high standards then we would like to hear from you.

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 successfully obtain the ICCM Certificate for Crematorium Technical Operations qualification within 12 months of being in post. Details provided over the page. If the staff member does not successfully complete the qualification, employment will be ended.
- To be responsible for carrying out duties under relevant legislation & policies, ensuring that security & confidentiality are adhered to at all times (including outside working hours).
- 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 assist in 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. Ensure the Chapel is prepared and complies with the various religious service requirements or secular services to respect the wishes of the bereaved.

- To be responsible for all areas in and around the building, (e.g. any equipment, the Book of Remembrance Room, floral display areas, tower block area) clean, tidy, safe and maintained to a high standard of presentation.
- To be responsible for the checking, recording and rectifying of any problems in the toilets ensuring they are maintained to a high standard cleanliness at all times.
- 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 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 develop excellent working relationships with local funeral directors and celebrants.
- To ensure accurate and timely production of all information required for official returns, statutory requirements and performance measurement.
- To identify and promote business opportunities within the facilities to expand services and improve the financial position.
- To promote equality as an integral part of the role and treat everyone with fairness and dignity.
- To undertake duties in such a way as to enhance and protect the reputation and public profile of the council.

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.

This course must be successfully completed within 12 months of being in post. If the staff member does not successfully complete the qualification, employment will be ended.

Courses / qualification Details

The Crematorium Technicians Training Scheme (CTTS) is provided as part of the Institute of Cemetery and Crematorium Management (ICCM) portfolio of accredited educational courses; it can be completed on its own to conform with the requirements of the Guidance Note PG5/2 for Crematoria (latest version) or as a prelude to the Management of Crematoria unit which is part of the ICCM Diploma course. Edexcel has accredited the CTTS courses to BTEC standard and validates its contents on an annual basis thus ensuring consistency and quality.

The course pack, which is normally supplied via email attachment is worked through at the candidate's own pace under the guidance of a mentor. The course pack also contains detailed information and notes designed to help the candidate through the course.

Each candidate will have an on-site mentor, normally their lead technician, crematorium supervisor or manager who will provide the lead and support during the training period.

Information for Mentors

The role of the mentor is to help guide the candidate through the process of studying and training. This will include the initial scrutiny of the candidate's assignments as the Mentor needs to give feedback on assignment work. Mentors need to satisfy themselves that the candidate is capable of working unsupervised and can gain an opinion of progress by questioning the candidate regularly. If the mentor feels that the candidate hasn't answered a question correctly or that more work may be required to obtain a pass mark, then please write this in your comments section and give the candidate the opportunity of improving his/her work before it is sent off to the ICCM National Office for grading by the Assessor and the Verifier.

SUPERVISED CREMATIONS

The candidate needs to complete supervised cremations as part of the course. The number of cremations required to attain a suitable level of competence and understanding will vary between candidates therefore **the Mentor must decide when the candidate has reached a level of competence where he/she is ready for the on-site assessment.** There is no set number of cremations that has to be completed. It will be the responsibility of the mentor to make recommendation that a candidate is ready to undertake the on-site assessment. The recommendation is confirmed by signing the Certificate of Preparation contained within this handbook prior to forwarding the certificate to the ICCM National Office. Remember also that two baby and/or infant cremations must be logged in the workbook.

BTEC Certificate for ICCM Crematorium Technical Operations

The course comes in two parts; written responses and on-site assessment. On the application form for the course a mentor must be appointed to carry out training relating to cremation, answer any questions the candidate may have on the information contained in the training course and generally assist the candidate in their new role. This would be a normal responsibility for a supervisor, senior technician or manager. The mentor must be a qualified senior technician or manager who can readily answer questions and provide proper support to the candidate. (Those mentoring candidates should read the 'Information for Mentors' sheet contained in this handbook).

Written Responses

The candidate works through a workbook and provides written responses to the assignments below with the support of his/her mentor. Once complete the workbook is submitted either via the post* or email to the national office where an ICCM officer will assess the responses given. Should a candidate not have covered all of the point required an ICCM officer will contact the candidate directly and talk through the matters at hand. Following this additional responses can be given and added to the workbook. There is no immediate fail of the course as full support and encouragement will be given in order for candidates to attain the BTEC standard. (*Note – If submitting a workbook via the post please ensure that a copy is retained. The ICCM cannot be held responsible for any workbook lost in the post)

Assignment 1 – Components and Control Mechanisms

This assignment will help you to demonstrate that you have a full knowledge of the components and control mechanisms that make up the modern cremator.

Assignment 2 - Key Stages in the Cremation Process

This assignment is designed to demonstrate your knowledge of the key stages of the cremation process and your understanding of them.

Assignment 3 – Cremating

This assignment will give you the practical experience of operating cremation equipment and build on your confidence and competence. Note that two baby and/or infant cremations must be logged.

Assignment 4 – Start/Close Procedures

This assignment helps you to demonstrate that you understand the reason for the set down procedures, how they operate, and that you are able to explain the procedures clearly and concisely.

Assignment 5 – Abnormal Conditions

This assignment is intended to identify your understanding of the range of operating conditions and to demonstrate what you feel is an abnormal cremation and how you counteract those abnormal conditions highlighted.

Assignment 6 - Cremated Remains/Ashes

The reduction of and storage of cremated remains is one of many sensitive areas of our service. This assignment will help you to demonstrate a good understanding of the process from reduction through to the dignified storage of the resultant cremated remains. Note: In all CTTS and other ICCM documents the terms 'cremated remains' and 'ashes' are deemed to be one and the same and no differentiation should be made. All that is left after the last flame has ceased should be disposed of in accordance with the instructions received from the applicant.

Assignment 7 – Baby and Infant Cremations

This assignment is intended to identify your understanding of operations procedures and conditions within the cremator that are required to maximise the recovery of ashes and how bereaved parents benefit from technique.

The course material will normally be sent via email however should you not have email access please inform the ICCM National Office and paper copies will be sent to you. To carry out the activities it is necessary for the candidate to print off the Student Workbook from a computer, complete the required exercises and submit.

Whilst working through this part of the course the candidate will record 10 cremations in the log contained in the workbook, two of which should be baby and/or infant cremations. It would be advantageous if any problematic cremations or abnormal conditions encountered are included with the actions taken to overcome such problems. The log should be retained as the on-site assessor will ask for these on the day of assessment. Note that 10 cremations must be logged however, the mentor must decide when the candidate is ready to undertake the on-site assessment. Activities are contained within the training documents. Most require the candidate to take some time thinking about the information contained and applying it to their own experience of their crematorium. Others require the candidate to recall the essential information contained within the study pack.

The activities are designed to help the candidate to remember and understand what they have read and to make them aware of the connection between the material and the actual day-to-day working of the crematorium in which they work.

When the training is completed, and the mentor is satisfied that the candidate is ready to undertake the assessment, the necessary Certificate of Preparation must be completed and forwarded to the ICCM National Office to arrange for the assessment. The Certificate of Preparation is contained at the end of this handbook together with application form.

On receipt of the Certificate of Preparation the Institute will assign an assessor who will contact the crematorium directly to arrange a suitable day and time for the on-site assessment. Managers

should note that at least one cremation booking should have been received for the date of the assessment and that the candidate can undergo assessment with no distractions.

On-site Assessment

Multi-choice question paper

At the on-site assessment candidates are required to answer 20 multiple-choice questions covering all aspects of the cremation process. As the answers to these questions are all contained in the course study pack the result will confirm that the candidate has read and understood it.

Practical Assessment

For the practical assessment candidates are required to demonstrate their competence in cremator operation, by completing a full cremation. Questions will be asked of the candidate in respect of baby and infant cremations and the technique adopted that is designed to maximise the recovery of ashes.

Both assessments focus on the contents of the training modules, as well as seeking to assess the candidate's practical skills. The assessments measure their knowledge of the training modules and their essential practical skills. No additional material or procedures, outside the training modules, are included in the assessment.

The multi-choice question paper and the practical assessment together take approximately three hours. The assessment starts with the multiple-choice question paper, for which 30 minutes is allowed. The practical assessment requires the assessor to observe the candidate completing all the technical procedures relating to a single cremation cycle. This involves:

- starting the cremator
- Receiving a coffin and checking identity
- Charging a coffin • cremation process
- removing the cremated remains
- reducing the cremated remains
- Maintaining identity at all stages
- closing down the cremator.

The candidate is informed of the result in writing within 28 days of the assessment taking place.

SCOTLAND

In order to comply with recommendations made by the Infant Cremation Commission technicians are required to visit a site that has consistently produced ashes from Baby and Infant cremations. The ICCM can refer cremation authorities to a suitable crematorium. It was also recommended that technicians are observed carrying out baby and infant cremations. The ICCM can provide this service and certificate technicians in this specific subject provided that adequate notice is given. This service is charged at cost.