

## Person Specification – Trainee Crematorium Officer

<b>Qualifications</b>		
1	Possession of the ICCM Certificate for Crematorium Technical Operations	Desirable
2	Cremator proficiency certificate including baby/infant cremation	Desirable
3	Educated to GCSE Grade C or above (or equivalent) which must include English	Essential
<b>Relevant Experience</b>		
All applicants must be able to demonstrate, by providing personal and specific examples on the application form, at least 2 years' relevant experience in each of the areas listed below:		
4	Administrative work & maintenance of accurate records, both electronically & in paper form.	Essential
5	Understand legal implications & follow codes, incorporating these into the day to day practices.	Essential
6	General cleaning work, ensuring all facilities and equipment are maintained to a high standard.	Essential
7	Monitor, analyse and accurately record data both written and on electronically, taking remedial action where necessary.	Essential
8	Ability to work under pressure alone and unsupervised or in a team.	Essential
9	Ability to use a variety of different Microsoft packages to a good standard.	Essential
10	Dealing with contractors, funeral directors and other service/ partner organisations on issues that may arise.	Desirable
11	Using technical machinery.	Desirable
<b>Knowledge &amp; Skills</b>		
All applicants must be able to demonstrate, by providing personal and specific examples on the application form of each of the following skills listed below:		
12	Capable of obtaining a Cremator proficiency certificate including baby/infant cremation within 12 months.	Essential
13	Knowledge of health and safety legislation and best practice.	Essential
14	Work as part of a team or on own initiative.	Essential
15	Working to, and meeting, strict deadlines, including prioritising own workload.	Essential

16	To be able to deal with people at all levels, being tactful, calm, professional and dignified in manner with ability to empathise, including using Customer Care principles.	Essential
17	Good interpersonal skills.	Essential
18	Effective verbal & written communication.	Essential
19	Problem solving skills.	Essential
20	Monitoring, analysing & recording data & taking remedial action.	Essential
21	A good level of literacy and numeracy skills	Essential
22	Dealing with irate / upset people, including using 'listening' skills. Accurate, neat & tidy work (including figure work).	Essential
23	Repairs & maintenance (fixtures, fittings & equipment).	Desirable
<b>Personal Characteristics</b>		
24	Adaptable & flexible approach to work and delivery of service.	Essential
25	Awareness of psychological issues associated with the work.	Essential
26	To be able to deal with people at all levels, being tactful, patient, calm, professional and dignified with an ability to empathise.	Essential
27	Physically able to handle, carry & manoeuvre memorials, coffins & rake out cremators.	Essential
28	Ability to work alone and unsupervised.	Essential
29	Smart & professional in appearance.	Essential
30	Reliable, adaptable, flexible & willing in manner.	Essential
31	Team worker & able to work on own initiative.	Essential
32	Commitment to Equality & Diversity.	Essential
<b>Physical Attributes &amp; Working Conditions</b>		
33	Occasional evening/weekend working as and when required, which could be at short notice.	Essential
34	Work outside in all weathers.	Essential
35	Physically able to handle, carry and manoeuvre memorials, coffins and rake out cremators.	Essential

36	Varying degrees of bending, pulling, pushing, working at height or in hot or confined conditions on a regular basis.	Essential
37	Standing for periods of time whilst chapel attending & cremating.	Essential
38	Be able to work at heights over 2 metres.	Essential
39	Some noise when cremating & when using ash-reducing machine (under safety limit - tested).	Essential