

## Person Specification – Senior Crematorium Officer

<b>Qualifications</b>		
1	Possession of the ICCM Certificate for Crematorium Technical Operations	Essential
2	Cremator proficiency certificate including baby/infant cremation	Essential
<b>Relevant Experience</b>		
All applicants must be able to demonstrate, by providing personal and specific examples on the application form, at least 3 years' relevant experience in each of the areas listed below:		
3	Previous successful experience within one or more of the following environments, Funeral Directing/Arranging, Cemetery Provision/Service, Crematorium Provision/Service with a particular focus upon customer care at all times.	Essential
4	Managing staff ensuring a team working approach.	Essential
5	Dealing with contractors, funeral directors and other service/ partner organisations on issues such as funeral services, procurement and plant maintenance.	Essential
6	Resolving problems relating to cremator management in a logical and proactive way.	Essential
7	Administrative work & maintenance of accurate records, both electronically & in paper form.	Essential
8	Understand legal implications & follow codes, incorporating these into the day to day practices.	Essential
9	Ability to use technical machinery, carrying out basic maintenance and fault diagnosis of basic plant and/or machinery.	Desirable
10	General cleaning work, ensuring all facilities and equipment are maintained to a high standard.	Essential
11	Monitor, analyse and accurately record data both written and on electronically, taking remedial action where necessary.	Essential
12	Ability to work under pressure alone and unsupervised or in a team.	Essential
13	Experience of undertaking cremations.	Essential
<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:		
14	Knowledge of health and safety legislation and best practice.	Essential

15	Detailed knowledge of cremation & funeral service procedures and relevant legislation.	Essential
16	Work as part of a team or on own initiative.	Essential
17	Working to, and meeting, strict deadlines, including prioritising own workload.	Essential
18	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
19	Good interpersonal skills	Essential
20	Effective verbal & written communication	Essential
21	Problem solving skills.	Essential
22	Repairs & maintenance (fixtures, fittings & equipment)	Desirable
23	Monitoring, analysing & recording data & taking remedial action.	Essential
24	Literate & numerate.	Essential
25	Dealing with irate / upset people, including using 'listening' skills. Accurate, neat & tidy work (including figure work).	Essential
<b>Personal Characteristics</b>		
26	Adaptable & flexible approach to work and delivery of service.	Essential
27	Awareness of psychological issues associated with the work.	Essential
28	To be able to deal with people at all levels, being tactful, patient, calm, professional and dignified with an ability to empathise.	Essential
29	Physically able to handle, carry & manoeuvre memorials, coffins & rake out cremators.	Essential
30	Ability to work alone and unsupervised	Essential
31	Smart & professional in appearance	Essential
32	Reliable, adaptable, flexible & willing in manner.	Essential
33	Team worker & able to work on own initiative.	Essential
34	Commitment to Equality & Diversity.	Essential

<b>Physical Attributes &amp; Working Conditions</b>		
35	Work outside in all weathers.	Essential
36	Physically able to handle, carry and manoeuvre memorials, coffins and rake out cremators.	Essential
37	Varying degrees of bending, pulling, pushing, working at height or in hot or confined conditions on a regular basis.	Essential
38	Standing for periods of time whilst chapel attending & cremating.	Essential
39	Be able to work at heights over 2 metres.	Essential
40	Evening/weekend work as and when required, which could be at short notice.	Essential
41	Some noise when cremating & when using ash-reducing machine (under safety limit - tested).	Essential