

CREMATORIUM & CEMETERY TECHNICIAN



Role Profile

Title	Crematorium & Cemetery Technician	
Grade	GRADE D	
Reference:	N950	
Reports to:	Team Leader	
Work style Definition	Mobile worker	
Job Type:	Frontline Worker	
Primary purpose of role	<p>To operate the cremator and undertake other operations, including : keeping records, maintaining auxiliary equipment, all forms of grounds maintenance of cemetery grounds and gardens and excavating and preparing graves, and liaising with clergy, funeral directors, florists and the general public.</p> <p>To assist colleagues to cover the Team Leader's absence.</p>	
Key accountabilities and key measures	Role outcomes <ul style="list-style-type: none"> ▪ The cemetery is free of hazards (5%) ▪ Members of the public are assisted with their enquiries and activities. (5%) ▪ Sites and buildings are open and available during operating hours. (5%) ▪ Crematoria equipment is maintained and operated in accordance with operating procedures and health and safety requirements. (30%) ▪ Graves are excavated, prepared and backfilled safely. (30%) ▪ Grounds are well maintained and safe for mourners and other visitors. (25%) 	Role measures <ul style="list-style-type: none"> ▪ Headstones are stable, are regularly checked and immediate action is taken to rectify the hazard or refer to Team Leader Role ▪ Mourners and others are treated with respect and dignity. ▪ Mourners and others are able to access facilities and services. ▪ Crematoria equipment is available for the maximum use and breakdowns to service are minimised. ▪ Burials can be undertaken safely. ▪ Sites are safe to visit and well maintained. ▪ Equipment is used carefully and accidents/incidents minimised.

Key activities	<ul style="list-style-type: none"> ▪ Ensure funeral directors clergy, undertakers and mourners are led to graves, following the safest route in accordance with Health and Safety. (5%) ▪ Carry out demonstration of duties to new staff when required. (5%) ▪ Ensure the careful use of associated equipment and machinery (e.g. excavator, grass cutter, strimmer, 3.5 t vehicle) (25%) ▪ To locate and measure grave, excavate graves using hand tools and machinery, and prepare grave for burial, following safe systems of work. (20%) ▪ Carry out any grounds maintenance as directed at all Bereavement Service sites (25%) ▪ Assist with any enquiries from members of the public (5%) ▪ To undertake basic maintenance and operation of all crematoria equipment. (5%) ▪ To assist colleagues providing cover for the Team Leader (5%) ▪ Opening and closing the site & buildings when necessary. (5%) ▪ Carry out other duties appropriate to the grade of the post including assisting in ceremonies, cremations and interments.
Essential qualifications/knowledge	<ul style="list-style-type: none"> ▪ Knowledge of Health & Safety ▪ Either 2 GCSE's Grades A*-C (9-4) in English and Maths or equivalent OR Literacy and numeracy commensurate with the grading of the post. ▪ Full driving licence ▪ Knowledge of using associated machinery (e.g. 'Cremators, gardening, excavating and grave digging equipment) ▪ Qualified to use mechanical excavators ▪ Certificate of Technical Competence (COTC) for Crematorium Technicians or equivalent
Desirable qualifications/knowledge	<ul style="list-style-type: none"> ▪ Knowledge and experience of grave digging
Essential experience	<ul style="list-style-type: none"> ▪ Background knowledge and experience of grounds maintenance
Desirable experience	<ul style="list-style-type: none"> ▪ Experience of grave digging and burials ▪ Experience of working with the public ▪ Experience in driving tipper, long wheel based vehicles and towing trailer ▪ Knowledge of the Environmental Protection Act 1990 ▪ Knowledge of the funeral industry. ▪ Experience of using IT systems to collate and present statistical information

Essential skills	<ul style="list-style-type: none"> ▪ Interpretation / Judgemental skills and problems solving skills required to solve straightforward problems, such as power cuts, temperature levels in chambers, thermocouple breakdowns and when responding to requests from the general public or with regards to re-prioritising maintenance work, and for ensuring graves are the correct size and excavated correctly where the request or the instruction may not be obvious. ▪ Interpersonal and communication skills required to exchange varied information with members of the public, colleagues, funeral staff, clergy and contractors where compassion and sensitivity may be required. ▪ Driving skills required to drive all vehicles and plant associated with the service including a 3.5 ton tipper truck and rear steer vehicles, and tow a trailer. ▪ Keyboard skills required to operate equipment, log cremations and providing print outs of each cremation ▪ Skills required to operate plant, machinery and equipment associated with the role. ▪ Coordination skills required with some demand for precision when working between memorials ensuring the careful use of grounds maintenance equipment to not damage headstones ▪ Able to work in all weather conditions when undertaking grounds maintenance and from cleaning the cremator. ▪ The post will have contact with bereaved people / families, is present at burials and works with human remains, which requires the post holder to work in a manner suiting the sensitive nature of the service ▪ The post has considerable physical demand with periodic requirements for very high physical effort, when grass cutting and carrying out grounds maintenance. Must remain alert and aware of the public when using machinery and equipment
Desirable Skills	<ul style="list-style-type: none"> ▪ Ability to follow Plymouth City Council procedures for bereavement services and customer care ▪ Ability to obtain knowledge and understanding of the burial and cremation rites of other cultures
Corporate standards <ul style="list-style-type: none"> ▪ In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance. ▪ Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures. ▪ Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures. ▪ Undertake all duties with due regard to the corporate equalities policy and relevant legislation. 	