

# JOB TITLE: Crematorium Assistant

## Role Levelling

Purpose	Key Relationships
<p>To carry out both administrative and operational duties to ensure efficient and effective delivery of service to the bereaved, the general public, funeral directors, clergy and celebrants at Bretby Crematorium.</p> <p>To work in a team providing a comprehensive range of crematoria and funeral related services. To provide sensitive front-of-house bereavement care services adopting tact, diplomacy, empathy, and demonstrating integrity and understanding throughout contact with the bereaved. The role holder will take pride in their appearance, act with empathy, compassion and professionalism at all times.</p>	<ul style="list-style-type: none"> <li>• Crematorium Services Manager</li> <li>• Crematorium Officer</li> <li>• Crematorium Technicians</li> <li>• Funeral Directors</li> <li>• Clergy and celebrants</li> <li>• Funeral Colleagues</li> </ul>

Key Accountabilities	Measures of Success	Experience/ Qualifications Required
<ul style="list-style-type: none"> <li>• Operational duties relating to collection of the deceased from locations in England &amp; Wales (unattended funerals), chapel, cremators &amp; grounds</li> <li>• Administrative duties relating to all funeral arrangements &amp; memorials</li> <li>• Arranging and undertaking the collection of coffined deceased from funeral homes in England &amp; Wales &amp; bringing to Bretby for unattended cremation.</li> <li>• Ensuring the correct administrative and statutory paperwork for unattended cremation is provided</li> <li>• Provide bearer service to both internal &amp; independent funeral directors</li> <li>• Provide reception cover and respond to enquiries</li> <li>• Ensure vehicles are clean and tidy inside and out</li> <li>• Ensure all service requirements are met</li> <li>• Undertake chapel duties including: directing mourners into chapel, liaising with funeral director, clergy and celebrants, tidying and cleaning chapel between services , programming and occasional operation of digital music system</li> <li>• Collecting and delivering cremated remains</li> <li>• Undertake public appointments with the bereaved including ashes burial and scattering and the selection of cremation memorials</li> <li>• Undertake grounds maintenance activities of the crematorium gardens including weeding, grass cutting and clearing flower tributes from the display areas.</li> <li>• Undertake other facility management duties including cleaning chapels and crematory etc and public areas including the book of remembrance and public toilets as well as undertaking safety and security patrols of the grounds</li> <li>• Support the operations of the bereavement service by responding to enquires and providing administration and other support</li> </ul>	<ul style="list-style-type: none"> <li>• Accuracy of data input</li> <li>• Completion of work on time</li> <li>• Excellent personal presentation in line with society standards of appearance</li> <li>• Clients are fully satisfied with funeral arrangements</li> <li>• Excellent attendance and time-keeping</li> <li>• Duties are carried out in a compassionate manner in keeping with the nature of the funeral profession.</li> <li>• The removal vehicle is correctly equipped at all times and is clean and tidy inside and out and all vehicle log sheets are completed in full daily as per society policy</li> </ul>	<p>Essential</p> <ul style="list-style-type: none"> <li>• Clean driving licence</li> <li>• Good level of numeracy and literacy</li> <li>• Good telephone manner</li> <li>• Good computer skills</li> <li>• Effective communication skills</li> <li>• Driving funeral vehicles</li> <li>• High attention to detail</li> </ul> <p>Desirable</p> <ul style="list-style-type: none"> <li>• General office work</li> <li>• Dealing with the public</li> <li>• Working to and achieving deadlines</li> <li>• Contact with the bereaved</li> <li>• Administration experience</li> </ul> <p>The successful applicant may be required to undertake training to achieve the Certificate of Proficiency in Cremator Operation.</p>