

Crematorium Technician – Job profile

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- **Purpose:** Ensure cremations are completed in line with cremation regulations and ICCM recommendations.
- **Reporting:** Senior Crematorium Technician
- **Values:** Co-operation, Self Help, Self responsibility, Democracy, Equity and Equality.
- **Essential Skills and experience:**
- **Qualifications:**

We make a *difference* to Members & customers

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| • <i>Delivery of the highest operational standards caring for people who have died, and the client experience</i> | ✓ | Service measures |
| • <i>Competently answer client queries, and provide support with funeral service and memorialisation offer</i> | ✓ | Client feedback |
| • <i>Grounds maintenance and cleaning</i> | ✓ | Standards |

We're *better* every day

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| • <i>Basic maintenance of cremators, monitoring equipment, and associated plant</i> | ✓ | Completion of cremations |
| • <i>Defect management</i> | ✓ | Compliance |

We're a *caring* community

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| • <i>Cremation of the person who has died</i> | ✓ | Client service |
| • <i>Regulatory compliance (including IFSO, FBCA, CMA, and ICCM)</i> | ✓ | Audit results |
| • <i>Emissions controls and associated regulatory reporting</i> | ✓ | Audit results |
| • <i>Collecting and delivering ashes, correct application of ashes management process</i> | ✓ | Client service |

We work together with *purpose*

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| • <i>Grounds maintenance and cleaning</i> | ✓ | Standards |
| • <i>Correct application of the Carehub and ARCC systems</i> | ✓ | Audit results |