



## RUGBY BOROUGH COUNCIL

### JOB PROFILE

|                       |                                  |
|-----------------------|----------------------------------|
| <b>Post No.</b>       | 50975 – 50976                    |
| <b>Post Title:</b>    | Cremation Technician             |
| <b>Division/Team:</b> | Bereavement Services             |
| <b>Grade:</b>         | D                                |
| <b>Service:</b>       | Regulation and Safety            |
| <b>Reports to:</b>    | Bereavement Services Team Leader |
| <b>Issue Date:</b>    | August 2023                      |

#### PURPOSE OF THE JOB

To carry out cremations and all associated duties at the new Rainsbrook Crematorium in accordance with strict guidelines and all relevant legislation, whilst maintaining good customer relations and ensuring that the service demonstrates care and respect for its clients and is responsive to their needs.

#### 1. ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- 1.1 To operate cremators and ancillary equipment and carry out all cremation duties in accordance with the Code of Cremation Practice as laid down by the Federation of British Cremation Authorities and relevant legislation.
- 1.2 To provide a courteous, dignified, understanding and efficient service to bereaved families and other visitors to Rainsbrook crematorium.
- 1.3 To maintain good relationships with clergy, funeral directors, other staff, stakeholders and visitors to the Crematorium.
- 1.4 To always preserve an appropriate and dignified atmosphere.
- 1.5 To receive mourners and others attending funeral services and provide such assistance as may be required.
- 1.6 To maintain accurate logs for each cremation and to verify identification along with segregation of cremated remains.
- 1.7 To scatter, strew and inter cremated remains in the presence of the bereaved family.
- 1.8 To carry out the duties of a Chapel Attendant for every cremation and make the necessary checks prior to cremation, on identification and documentation.

- 1.9 To undertake the safe operation, minor routine maintenance of cremators and all ancillary equipment.
- 1.10 To use a computer and computer-controlled equipment for recording and operating plant equipment.
- 1.11 To undertake the correct storage and disposal of cremated remains.
- 1.12 To ensure the cremators are working in compliance with the requirements of the Environmental Protection Act 1990 and any other relevant subsequent legislation.
- 1.13 To carry out sexton duties at burials as and when required and all relevant duties associated with a burial.
- 1.14 To carry out grounds maintenance tasks within the Rainsbrook grounds
- 1.15 Carry out memorial safety testing.

## **2. OTHER DUTIES AND RESPONSIBILITIES**

- 2.1 To ensure the crematory, committal areas, ceremony rooms, waiting areas and all public areas are clean and tidy.
- 2.2 To maintain the floral tribute area in a clean and tidy condition, disposing of the old tributes that are a week old, water indoor plants all year and outdoor plants during the summer period.
- 2.3 To carry out administration duties including the inputting of cremation details, burial details, disposal of cremated remains and all memorial administration, including memorial meetings with bereaved families and raise Purchase Orders as and when required.
- 2.4 To inform the Bereavement Services Manager of any cremator malfunctions and liaise with contractors in the repair of the cremators and ancillary equipment.
- 2.5 To unlock and lock up buildings and gates as requested.
- 2.6 To attend all Remembrance Services throughout the year.
- 2.6 To participate in monthly 1:1 meeting and undertake training where necessary.
- 2.7 To undertake any other duties as considered appropriate to the post which may be assigned by the Lead cremator technician and Bereavement Services Manager.
- 2.8 To carry out fire alarm, emergency lights and fire extinguisher tests and ensure records are updated accurately.
- 2.9 To maintain a neat and tidy appearance and wear the corporate uniform that is provided.

## **3. SUPERVISORY RESPONSIBILITIES**

The post holder has no direct supervisory responsibilities.

#### **4. FINANCIAL RESPONSIBILITIES**

The postholder has no direct financial responsibilities.

#### **5. RESPONSIBILITIES FOR ASSETS AND DATA**

None

#### **6. EXTENT OF PUBLIC CONTACT**

Extensive contact with members of the public, funeral directors and clergy in person and by telephone.

Deal in a sensitive manner with the bereaved, funeral directors, stonemasons and other visitors to the facility.

#### **7. WORKING CONDITIONS AND ENVIRONMENT**

Emergency contact at unsocial hours, attendance at meetings out of office hours, Occasional Saturday working, and dealing with sensitive crematorium matters.

Occasional working in adverse weather conditions may be required.

#### **8. CORPORATE RESPONSIBILITIES**

All staff must act within the Council's rules and follow all reasonable management requirements. These are contained within: the Council's Standing Orders, Employment Policies, Constitution and Code of Conduct for Employees. Other documents may be introduced at times setting out rules of the Council. These will cover responsibilities and requirements for the following:

Financial Accounting  
Equality and Diversity  
Health and Safety  
Risk Management  
Anti- Fraud  
Data Quality and Data Protection  
Business Continuity  
Major Emergency Plan  
Procurement and Contract Management  
Safeguarding of Children and Vulnerable Adults

Copies of the relevant rules and policy are available on the staff intranet or from your manager

In addition, all employees are expected to behave in line with our Values and Behaviours and challenge other employees whose behaviour is against our values.

**9. KNOWLEDGE, SKILLS, EXPERIENCE AND QUALIFICATIONS**

Refer to Person Specification attached.

**Signed as agreed:**

Postholder

Date

## PERSON SPECIFICATION



### Post: Crematorium Technician

For effective performance of the duties of the post the postholder will be able to demonstrate that they have the skills and/or knowledge detailed in 'Essential Criteria'.

| Criteria                                                                                                                              | Essential/<br>Desirable | Method of<br>Assessment |
|---------------------------------------------------------------------------------------------------------------------------------------|-------------------------|-------------------------|
| Ability to relate sensitively to the needs of the bereaved.                                                                           | E                       | A,I,R                   |
| The ability to undertake physical tasks including operation of cremators and working outdoors scattering cremated remains.            | E                       | A I                     |
| The ability to work alone and as part of a team.                                                                                      | E                       | A,I                     |
| Good organisational skills                                                                                                            | E                       | A,I,R                   |
| Have a flexible approach to working arrangements including working between the hours of 7am to 7pm and weekends as and when required. | E                       | A,I                     |
| To have significant proven experience of the bereavement industry                                                                     | E                       | A,I,R                   |
| Be willing to undertake further training as and when needed.                                                                          | E                       | A,I,R                   |
| Basic knowledge of cremation processes                                                                                                | E                       | A,I,R                   |
| Basic knowledge of IT systems                                                                                                         | E                       | A,I,R                   |
| A commitment to work within our CAN DO values                                                                                         | E                       | A, I                    |
| Crematoriums Technician Certificate                                                                                                   | D                       | A,D                     |
| Hold a City and Guild Certificate for Safety Inspection and Assessment of Memorials or be willing to work towards the qualification   | D                       | A,D                     |

|                                                                |   |
|----------------------------------------------------------------|---|
| Application                                                    | A |
| Interview                                                      | I |
| Test (written, presentation, practical – e.g. word processing) | T |
| References                                                     | R |
| Documentary – e.g. certificates                                | D |