



## ADUR & WORTHING COUNCILS

### Job Description & Person Specification

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| <b>Authority</b>                    | ADC / WBC                                                                                                                                                                                                                                                                                                                                          |
| <b>Directorate</b>                  | Sustainability & Resources                                                                                                                                                                                                                                                                                                                         |
| <b>Post Title</b>                   | Crematorium Technician                                                                                                                                                                                                                                                                                                                             |
| <b>Post Number</b>                  |                                                                                                                                                                                                                                                                                                                                                    |
| <b>Accountable to</b>               | Crematorium Team Leader                                                                                                                                                                                                                                                                                                                            |
| <b>Key leadership relationships</b> | <p><b>Internal:</b> Members of the Council, Chief Officers and all other appropriate Council officers and managers</p> <p><b>External:</b> Members and Officers of other bodies, specialist agencies, media, contractors and consultants, partner agencies across the public, private and voluntary sectors. Funeral Directors and Officiants.</p> |
| <b>Work style</b>                   | This role does not fall within the Blended Working Policy                                                                                                                                                                                                                                                                                          |
| <b>Last updated</b>                 | 28.01.2025                                                                                                                                                                                                                                                                                                                                         |

## Job Description - Principal purpose of job (role summary)

As a Crematorium Technician you will support the Crematorium Team Leader to undertake all duties involved in receiving the deceased into the crematorium through to the disposal of cremated remains to the wishes of the cremation applicant.

All cremations shall be carried out according to the provisions of the Cremations Acts and the Regulations or any subsequent legislation.

The post holder will be required to ensure that the entire bereavement experience occurs without error or insensitivity, and meets the religious, secular, ethnic and cultural needs of the bereaved.

The service shall comply with all statutory and Health and Safety requirements.

Your manager will empower you to apply our principles - resilience, adaptability and participation - to your working practices.

## Expectations of post holder

|                                                                                                                                                                                                                                                                                                                                   |
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| Willingness to embrace change and ability to adapt to new ways of working                                                                                                                                                                                                                                                         |
| Enthusiasm for working across teams in collaboration and partnership in order to help deliver Our Plan                                                                                                                                                                                                                            |
| Act with honesty and openness, and be brave enough to contribute your ideas and get involved                                                                                                                                                                                                                                      |
| Bring your passion for delivering a high quality service for our residents to your role                                                                                                                                                                                                                                           |
| Engage proactively in your performance and development conversations, and embrace opportunities to learn and grow                                                                                                                                                                                                                 |
| Live how we work with each other and our customers: <ul style="list-style-type: none"> <li>• We listen</li> <li>• We say what we think &amp; do what we say</li> <li>• We are inclusive &amp; kind</li> <li>• We are ambitious</li> <li>• We think &amp; act beyond ourselves and our service</li> <li>• We are a team</li> </ul> |
| Promote the service and Councils positively at all times                                                                                                                                                                                                                                                                          |

## Role specific Duties and responsibilities

This role is rota based, the crematorium if needed will run from 7.00am till 10.00pm Monday to Friday to meet the demand of the local community with additional weekend shifts as and when the needs of the business arise.

1. Undertake training to gain your CTTS (Crematorium Technicians Training Scheme) as provided by the ICCM (Institute of Cemetery and Crematorium Management)

2. Provide a high standard of customer service to the bereaved.
3. Maintain professional relationships with the funeral directors, medical referees, clergy, organists etc.
4. Work within a small team and also be able to work independently.
5. Assist with car park duties as and when required.
6. Commit to any training relevant to the post as required.
7. Assist the Crematorium Team Leader in ensuring compliance with the Code of Cremation Practice, the Environmental Protection Act 1990, the Health and Safety at Work Act and Regulations and the Crematorium operations manual and method statements for operation of the cremators and ancillary equipment.
8. Comply with procedures for the safe custody and correct identification of all cremated remains left in the care of the Crematorium prior to collection or dispersal in the Gardens of Remembrance in accordance with instructions, whether or not in the presence of mourners.
9. Maintain and operate the cremators, plant and monitoring equipment, enabling the cremation process to be completed effectively.
10. Keep all areas of the building, equipment and various areas in the grounds clean, tidy, safe and maintained to a high standard of presentation.
11. Act as a first point of contact at the crematorium for members of the public, funeral directors, clergy, officiants and other visitors and to develop and maintain partnerships with stakeholders to ensure the highest standards of service are delivered to all users of the crematorium.
12. Display a sensitive and customer focused approach to mourners and the general public at all times.
13. Ensure the confidentiality of client information.
14. Maintain accurate manual and computerised records and documentation associated with cremation procedures.
15. Safe and timely unlocking and locking of the building following security procedures.
16. Carry out and record weekly fire alarm tests
17. Undertake such other duties as may reasonably be allocated to the post holder, which may involve providing assistance in any section of the department as may be required from time to time.
18. Promote the service and Council positively at all times.

### **Chapel**

- Liaising with religious and non-religious officiants and organists.
- Meeting and greeting the funeral directors and families.
- Validating the identification of the coffin or shroud.
- Understanding the needs of all faiths in preparing chapels.
- Check the digital music system and other equipment, if appropriate.
- Meeting, greeting and conducting mourners into / out of the chapels.
- Signaling the funeral director to take the deceased into the chapel.
- Conducting mourners into the crematory for witness charges.
- Assist in the removal of coffin after committal.
- Assist in the removal of floral tributes from the coffin by the funeral director.
- Placement of floral tributes.
- Check and clean chapels prior to each service commencing.
- Carrying out the service of scattering cremated remains in the presence of families and friends of the deceased or unwitnessed.

### **Cremator Operation**

- Cover other Technician holiday and sickness leave.
- Removal of coffin from the catafalque.
- Assist in the receiving of the coffin for direct cremations.

- Validating the identification of the coffin or shroud.
- Liaising with the funeral director and families who are witnessing the charge of the coffin into the cremator.
- Charging the coffin into the cremator.
- Monitoring the cremation process with written and verbal reports of any abnormal conditions to the Crematorium Team Leader.
- Raking of cremated remains.
- Processing of cremated remains for final disposal.
- Maintenance of cremators and filtration equipment.
- Carry out daily checks of the filtration equipment.
- Respond to problems which may have an adverse effect on emissions to air.
- Maintaining the appropriate documentation: operational log, cremation authorities, identity for the registration of cremated remains.

#### **General**

- Work a rotating shift pattern between chapels and crematory.
- Cover other technician's holiday and sickness leave.
- Assist in the training of new crematorium technicians and chapel attendants when required.
- Hosting inspections by the public of the crematorium during normal working hours, following agreement by the manager of the facility.
- Safe and timely unlocking and locking of the building following security procedures.
- Ad-hoc cover of car park as and when required
- Scattering cremated remains in accordance with instructions.
- General maintenance work and cleaning duties in and around all parts of the crematorium building and site e.g. crematory, book of remembrance hall, flower preparation room etc.
- Work in Gardens when and if crematory workload permits.

Undertake all duties in accordance with Council policies, the Code of Conduct for Officers, and in particular policies relating to Customer Care and Equal Opportunities

Undertake any duties regarding health, safety and welfare at work, civil contingencies and business continuity which may reasonably be allocated to the postholder as a result of legislation, codes of practice or Council policies

As the post holder, you will be required to undertake such other duties as may be required within your grade and competence, and therefore the list of duties in this job description should not be regarded as exclusive or exhaustive.

Duties will be set out in this job description but please note that the Council reserves the right to update the job description, from time to time, to reflect changes in, or to, the role. The post holder will be consulted about any proposed changes. Significant permanent changes in duties and responsibilities will require agreed revisions to be made to this job description.

Adur & Worthing Councils recognise the need to ensure the welfare of children and vulnerable adults when they come into contact with services provided by the Councils. Employees, volunteers and Elected Members have regular contact with the general public during the course of their work and are in a position to observe signs which might indicate that a person is at risk of harm and abuse. If signs, which cause concern, are observed, all employees (temporary and permanent), volunteers and Elected Members have a duty to report allegations, disclosures and suspicions of abuse or neglect in line with the Councils' [Safeguarding Policy](#).

## Person Specification:

The core skills and competencies below are taken from our organisational [Skills and Competencies Framework v1.0](#) and are an indication of the expectations we have of our employees. The full document will be shared with you as part of the onboarding process.

|                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Participative</b> | <p>Build strong relationships with people inside and outside your team and organisation to make a difference to improved outcomes for the local area</p> <p>Engage in clear and positive written and verbal communication to help people understand what you want to achieve and how they can help</p> <p>Value the unique strengths of people from different backgrounds to promote a culture of inclusion, equality and diversity</p> <p>More detail can be found in the <a href="#">Participation Skills &amp; Competencies</a>.</p> |
| <b>Adaptive</b>      | <p>Adopt an active interest in learning and development opportunities that will enable you to strengthen and broaden your skills</p> <p>Experiment with new ways of working to help continuously improve how we deliver outcomes (including through the use of digital tools and platforms)</p> <p>Anticipate new challenges &amp; opportunities to be able to adapt to change around you</p>                                                                                                                                           |
| <b>Resilient</b>     | <p>Embrace a consistently positive attitude and effectively prioritise workload to support your own wellbeing</p> <p>Cultivate a supportive environment with colleagues so people feel part of a team that looks out for each other</p> <p>Prioritise the use of resources that helps us be financially and environmentally sustainable</p>                                                                                                                                                                                             |
| <b>Leadership</b>    | <p>Be open to coaching approaches to support others in finding solutions to problems</p> <p>Role model the principles above to inspire others to demonstrate positive behaviours</p> <p>Develop an understanding of the political processes that guide our organisation and show commitment to the safeguarding of others</p>                                                                                                                                                                                                           |

|                       | <b>Essential</b>                                                                                                                           | <b>Desirable</b>                                                     |
|-----------------------|--------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------|
| <b>Qualifications</b> | <p>Be prepared to train towards Crematorium Technicians Training Scheme (CTTS) qualification.</p> <p>GCSE Maths and English grade C or</p> | <p>Crematorium Technicians Training Scheme (CTTS) qualification.</p> |

|                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                   |
|------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|
|                              | above(or equivalent qualification).                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                   |
| <b>Knowledge</b>             | <p>Working knowledge of the Institute of Cemeteries and Crematorium Management Charter for the Bereaved.</p> <p>Practical understanding of General Data Protection Regulation (GDPR).</p> <p>Practical understanding of cremation legislation.</p> <p>Practical understanding of General Data Protection Regulation (GDPR).</p> <p>Practical understanding of service specific health and safety legislation.</p> <p>Practical understanding of DEFRA Statutory Guidance for Crematoria.</p> | <p>Knowledge of cremation legislation.</p> <p>Knowledge of working with the bereaved.</p> <p>Knowledge and experience of Google suite.</p>        |
| <b>Experience</b>            | Experience of helping the bereaved in an empathetic and dignified manner.                                                                                                                                                                                                                                                                                                                                                                                                                    | <p>Worked within the Bereavement Sector either at a crematorium or a funeral provider.</p> <p>Ability to learn and use new software packages.</p> |
| <b>Communication</b>         | <p>Staff must act and speak in a manner that recognises the sensitivity of bereavement, both during and outside of working hours.</p> <p>The ability to deal with services without becoming emotionally involved but still be sympathetic and caring to the needs of the bereaved.</p>                                                                                                                                                                                                       | An understanding of the various religious and cultural needs associated with cremation and burials.                                               |
| <b>Relationship Building</b> | To be accessible, visible and to be smart and presentable in appearance at all times.                                                                                                                                                                                                                                                                                                                                                                                                        | Have worked with professionals within the funeral industry e.g. Funeral Directors, ministers, Celebrants etc.                                     |
| <b>Analytical</b>            | <p>Excellent attention to detail.</p> <p>Ability to accurately interpret and carry out instructions.</p> <p>Must take ownership of any problems until resolved.</p>                                                                                                                                                                                                                                                                                                                          | Able to accurately locate plot positions using maps or plan                                                                                       |

|                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |  |
|---------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
|                                 | Capable of handling coffins and using equipment associated with the cremation process.                                                                                                                                                                                                                                                                                                                                                                                   |  |
| <b>Planning/<br/>Organising</b> | <p>Having a methodical approach to work.</p> <p>The ability to adapt and change plans as the requirement of the situation changes.</p> <p>Able to work effectively as part of a small team and also be able to work independently.</p> <p>The ability to plan and organise oneself in order to deliver work and prevent future problems.</p> <p>Be self-motivated and work as part of a committed team to meet deadlines and adapt to varying demands and pressures.</p> |  |
| <b>Other requirements</b>       | <p>Valuing kindness and compassion in the workplace</p> <p>Acceptance of political restriction</p> <p>Able to travel within the Adur and Worthing Districts</p>                                                                                                                                                                                                                                                                                                          |  |

**Job description & Person Specification agreed by:**

|                                  |  |
|----------------------------------|--|
| <b>Post holder (Print name):</b> |  |
| <b>Signature:</b>                |  |
| <b>Date:</b>                     |  |