

Role Profile



Role Title: Crematorium Technician

Service Area: West Herts Crematorium – on occasions may be required to work at Hemel Crematorium

Scale: 5

Reporting to: Senior Crematorium Technician

Responsible for: n/a

Purpose

- To assist the Senior Crematorium Technician in providing a high quality service for the Crematorium Chapels, Crematory and the disposal or collection of cremated remains to meet the needs of the bereaved.
- Work a rotating shift pattern to include one Saturday in four, and possible late shifts

Key Responsibilities

- Provide a high standard of service to the Crematorium Chapels and Crematory and ensure that the needs and special requests of the bereaved are met.
- Maintain good relations with the funeral directors, medical referees, clergy, organists etc .
- Assist the Senior Technician in ensuring compliance with the Code of Cremation Practice, the Environmental Protection Act 1990 and the Health and Safety at Work Act and Regulations and the Crematorium's operations manual and method statements for the operation of the three cremators and ancillary equipment.
- 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.
- Provide a high standard of maintenance for the Chapels, flower terrace, cloisters and car parking areas, the latter in liaison with the Gardener Team Leader.
- Display a sensitive and customer focused approach to mourners and the general public at all times.
- Ensure that the confidentiality of client information is observed at all times.
- Such other duties from time to time, be necessary/ compatible with the nature of the post to ensure cover for the support service.
- Removal of coffin from the catafalques to cremator
- Liaising with families who are witnessing the charge of the coffin into the cremator
- Processing of cremated remains for final disposal
- Maintenance of cremators and filtration equipment, including daily checks to the filtration equipment
- Maintaining appropriate documentation: operational log, cremation authorities, identity for the registration of cremated remains
- Scattering cremated remains in accordance with instructions.
- General maintenance work and cleaning duties
- Chapel duties, which include liaising with religious and non-religious officiants and organists, funeral directors and families and conducting mourners into/out of the chapels Conducting mourners into crematory for witness charges

- Loading of the digital music system and other equipment, if appropriate
- Supervision of coffin placement on the catafalques
- Removal of coffin after committal and the removal of floral tributes from the coffin
- Placement of floral tributes on the Flower Terrace following a service
- Carrying out a service when scattering cremated remains in the presence of families and friends of the deceased.
- Conducting tours of the facilities to members of the public, ministers and staff from hospices and care homes
- Such other duties from time to time may be necessary/ compatible with the nature of the post to ensure cover for the support service.
- Post holder will be required to work for the day at the Annual Remembrance Service(s), and attend User Group Meetings.
- On occasions may be required to work at Hemel Crematorium to cover sickness, annual leave.

Specific Knowledge, Skills and Expertise

Knowledge/skills/qualifications

- Excellent communication skills with members of the public and partner organisations
- A sensitive and customer focussed attitude and an understanding the needs of all faiths in preparing chapels
- Ability to communicate clearly to a variety of professionals as and when required (both verbally and written).
- Ability to work as part of a team, and work on a rota basis
- Ability to maintain and update records/documents
- Possess or be willing to obtain the CTTS (cremating qualification)

Experience

- Experience of working in a Crematory or Crematorium Chapels
- Dealing with the bereaved
- IT skills including Microsoft Office (Word, Excel, Outlook)

Personal qualities

- Sensitive to the needs of the bereaved
- Trust, openness and respect in dealing with members of the public
- Flexible approach to tasks and workload
- Flexibility to work some weekends and public holidays on a rota basis

Key Relationships

- Members of the public
- Joint Committee Honorary Officers, Crematorium employees
- Elected Members of the Joint Committee
- Funeral Directors/employees,
- Medical Referees,
- Clergy, Organists,
- General Public,
- Contractors/Suppliers