



# JOB DESCRIPTION (JD) AND EMPLOYEE SPECIFICATION (ES)

Standard Template

|                                   |  |                      |  |
|-----------------------------------|--|----------------------|--|
| <b>JOB TITLE:</b>                 | Bereavement Services Technician  |                      |  |
| <b>GRADE:</b><br><b>JOB CODE:</b> | G4<br>B020a<br>JE Check 11/11/2020   | <b>SERVICE AREA:</b> | Clean, Green & Leisure   |
| <b>REPORTS TO:</b>                | Senior Officer /<br>Memorials Officer /<br>Senior Registration<br>Officer  | <b>LOCATION:</b>     | Primarily at Streetly<br>Crematorium or as<br>otherwise directed |
| <b>SPECIAL<br/>CONDITIONS:</b>    | <ol style="list-style-type: none"> <li>1. Participate on a rota for crematorium duties.</li> <li>2. Wear uniform and Personal Protective Equipment as provided</li> <li>3. Some public holiday, evening and weekend work may be required</li> <li>4. Full driving licence</li> <li>5. To communicate verbally with customers and provide advice and/or information in accurate spoken English</li> </ol> |                      |  |

**Main purpose of the job role:** Under the general direction of Senior Crematorium Officer / Memorials Officer / Senior Registration Officer the post holder will be responsible for:

- The safe operation of cremation equipment and compliance with the requirements of the Environmental Protection Act 1990
- The supervision of funeral services including Funeral Directors
- Assisting in the council's Memorial Management Programme

## 2. Role specific duties and accountabilities:

1. To observe at all times the 'Code of Cremation Practice' as prescribed by the Federation of Burial and Cremation Authorities.
2. To ensure compliance with the requirements of the Environmental Protection Act 1990 (EPA), and any subsequent updates, in so far as they relate to the cremation process.
3. To deputise for the Senior Bereavement Services Officer or Memorial Officer in their absence as and when requested to do so by the Senior Bereavement Services Officer or higher.
4. To provide assistance and, where requested, guidance to any member of staff that is providing cover for senior officers.
5. To regularly assist the Senior Bereavement Services Officer in ensuring all funerals and Funeral Directors are supervised.
6. To assist the Senior Bereavement Services Officer in ensuring all contractors complete the required paperwork and are given the relevant site specific information.

7. To carry out all work related administration duties, such as completing, producing and filing statutory statistics and documents.
8. To deal with funeral related enquiries from visitors, service users and colleagues whether in person, on the phone or by e-mail.
9. To assist in the reception of funerals, checking coffin identities, confirming media requirements and escorting mourners into and out of the chapel; dealing with enquiries from mourners, funeral directors and clergy.
10. To carry out the safe operation (at all times complying with the EPA) and routine maintenance of cremators and auxiliary equipment, e.g. computers, fans, smoke indicators, cremulators, biers, media equipment etc..
11. To input data and ensure the maintenance of the computer EPA records.
12. To assist the Senior Registration Officer as and when required.
13. To provide management with statistical information as required and maintain records in accordance with the EPA.
14. To monitor and collate the data required for compliance with the EPA.
15. To carry out the necessary identification and authorisation checks before any cremation takes place.
16. To ensure that all cremated remains are correctly identified, kept secure and stored in the appropriate containers for disposal; making certain that all disposals are in accordance with the applicant's wishes. Also ensuring that items and cremated remains are passed to the appropriate officer for transportation to the required location.
17. To ensure the disposal of cremated remains at the Crematorium is carried out in a dignified manner.
18. To ensure all quality assurance work instructions and procedures appertaining to your duties are adhered to.
19. To be responsible for the opening and locking of the building as required.
20. To carry out the cleaning of chapels, foyers, vestries, toilets, offices and all working areas to ensure they are kept clean and tidy.
21. To check, prepare and install memorials as and when necessary.
22. To collect and deliver statutory forms from the Medical Referee and carry out other courier services as required.
23. To wear suitable clothing and maintain a neat and tidy appearance.
24. To participate on a rota to ensure that all cremations are carried out in an appropriate timescale in accordance with the Code of Cremation Practice.
25. Assist the Memorials Officer in their duties as required.

26. To comply with the council's Safety Policy, Divisional safety procedures and all statutory regulations and any approved code of practice arising from Health and Safety at Work, Etc Act 1974 (and any subsequent updates).

27. To be responsible for the identification and pursuance of own training and development needs.

28. To comply with the council's Equal Opportunities Policy in every aspect of work, including equitable treatment in relation to service provision.

29. To carry out such other duties commensurate with the grading of the post as may from time to time be determined.

30. To communicate verbally with customers and provide advice and/or information in accurate spoken English.

**Common responsibilities for all team members:**

31. To work as part of a flexible team providing a high quality service to individuals and organisations.

32. To develop a broad understanding of the council's aims, objectives and mission, together with an in depth understanding of how these aims and objectives impact on the post holder's duties and responsibilities and the Section as a whole.

**Team Working:**

33. To work co-operatively with colleagues within the values of the Service and the council so as to achieve the aims, objectives, standards and targets of the post, the team and the council.

34. To use personal skills, knowledge and experience to optimum effect within the limits of the post.

35. To independently and effectively deal with enquiries from all sources, including telephone callers and personal visitors. This includes responding to correspondence on general, technical and specialist matters within the jobholder's competence.

36. To initiate, attend and be an active participant in working/project groups and other meetings as the team's representative to identify, discuss and resolve current issues.

37. To inform the relevant senior staff of all matters of concern arising within the scope of the post.

38. The post holder must also undertake other duties within his/her competence or otherwise appropriate to the grading of the post as required.

39. The post holder must at all times carry out his/her duties with due regard to the council's employment policies, with particular reference to Equal Opportunities and Health & Safety.

**Quality:**

40. To contribute to the Department's continued achievement of quality standards, including Investors in People, Charter Marks and ISO through individual and team performance improvements.

41. To seek to continually improve administration systems in use within the team, particularly in relation to how these impact on the post. To participate positively in the implementation of new working methods and practices as required.

42. To maintain a good understanding of, and competence in using, the administrative systems of the team, including computer-based systems.

**Personal Development:**

43. To work positively and constructively with the line manager to identify strengths and agree action in relation to development needs, to set these out in a personal development plan and to review this at least annually with the line manager.

44. The post holder is responsible for his/her own self development on a continuous basis and as such will be expected to undergo suitable training.

45. To be aware of current national and local issues relating to Local Government and to the Authority insofar as they impact on the post or the post holder.

**3. Corporate duties and accountabilities:**

- The post holder will comply with and promote the council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
- Through personal commitment and clear action, the postholder will promote the council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
- Ensure that the services provided aligned to the council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the council's Policies and Procedures.
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.



| <b>JOB TITLE</b> Bereavement Services Technician  |  | <b>GRADE</b> G4   |  |
|---|--|---|--|
| Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.   |  | Indicate when Assessment is possible:<br>at Application form=A<br>interview=I<br>both=A/I<br>test = T | <b>WEIGHT CODE</b><br>shows relative importance<br>Low=1<br>Medium=2<br>High=3 |
| <b>Behaviours:</b> <i>refer to corporate behaviours document</i>  |  |   |  |
| <b>Professionalism</b> - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.   |  | I   | 3  |
| <b>Leadership</b> - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the council and/or service areas.         |  | Not Applicable  |  |
| <b>Accountability</b> - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality. |  | I   | 3  |
| <b>Transparency</b> - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.   |  | I   | 3  |
| <b>Ethical</b> - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.  |  | I   | 3  |
|   |  |   |  |
| <b>Abilities/Skills:</b> (refer to JE guidance document)  |  |   |  |
| 1. The ability to communicate verbally with customers and provide advice and/or information in accurate spoken English is essential for the post.   |  | I   | 3  |
| 2. Ability to communicate with and show a sympathetic and empathetic manner with members of the public, especially those who are bereaved or are looking for sensitive information  |  | I   | 3  |
| 3. Ability to demonstrate good communication skills both oral and written,  |  | A/I   | 3  |
| 4. Ability to work on evenings and weekends.  |  | A/I   | 3  |
| 5. Ability to use plant machinery and information technology.   |  | A/I   | 3  |
| 6. Demonstrate a knowledge of crematorium / cemetery procedures and the Code of Cremation Practice  |  | A/I   | 3  |
| 7. Ability to work on own initiative without direct supervision.  |  | A/I   | 3  |
| 8. A current driving licence  |  | A/I   | 3  |
| 9. Aptitude for practical and technical matters   |  | A/I   | 2  |
| 10. Ability to work as part of a team.  |  | I   | 3  |
| 11. Demonstrate a knowledge of memorials construction technique.  |  | A/I   | 1  |
| 12. Awareness of and commitment to equality of opportunity and issues which apply to the Bereavement and Registration Services.   |  | I   | 3  |
|   |  |   |  |

|   |                          |              |               |   |
|---|--------------------------|--------------|---------------|---|
| <b>Knowledge/Experience:</b> specify type, level and qualitative (not quantitative required); if any.   |                          |              |               |   |
| 13. Experience working in a busy funeral environment.   |                          |              | A/I           | 2 |
|   |                          |              |               |   |
| <b>Qualification:</b> Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience. |                          |              |               |   |
| 14. Must be a qualified Crematorium Technician or be willing to obtain the qualification  |                          |              | A/I           | 3 |
|   |                          |              |               |   |
| <b>Other Essential Requirements</b>   |                          |              |               |   |
| Awareness of, and commitment to, confidentiality and handling data  |                          |              | I             | 3 |
|   |                          |              |               |   |
| <b>Prepared by:</b>   | Christine Walker- Kelley | <b>Date:</b> | November 2017 |   |