

Role Title	Crematorium Administrator
Job Family	Parks and Open Spaces
Competency Level	
Pay Range / Scale	Scale 5
Purpose To provide high-quality administrative support for Chingford Crematorium, ensuring the smooth delivery of cremation services and compassionate engagement with bereaved families. The postholder will manage statutory records, coordinate service logistics, and uphold the Council's standards for dignity, inclusivity, and professionalism. Based at Chingford Mount Cemetery • Standard hours: Monday–Friday, 8:00am–4:00pm • Occasional weekend or evening work may be required • Exposure to emotionally sensitive situations	
Generic Accountabilities	End Result/Outcomes
Process and verify statutory documentation in line with legal requirements	Information, advice and support are accurate, timely and constructive. Any legal requirements demonstrated within the work required. Prepare and issue invoices, receipts, and financial records in line with council financial procedures.
Maintain digital and physical records of cremations and memorials	Accurate record keeping and data entry Proficient in Microsoft Office and administrative systems.
Respond to public enquiries with empathy and professionalism	Excellent communication and interpersonal skills, with the ability to handle sensitive situations with tact and discretion.
Support the setup of the chapel and congregation hall for services	Strong organisational skills and attention to detail.
Coordinate daily schedules, ensuring smooth flow of services and minimal delays.	Efficient team working to ensure good customer service.
Maintain confidentiality and uphold data protection standards.	To assist in providing a service which is GDPR compliant and protects sensitive data.

Job Specific Accountabilities:	End Result/Outcome
Operate and assist with media systems including viewing screens, sound systems, and CCTV	To ensure the smooth operation of the media systems during cremations.
Work collaboratively with the Bereavement Services team to integrate cremation and burial operations	Support the memorial schemes, including the processing of applications, renewals, and customer queries.
Ensure compliance with Council policies, health and safety standards, and ICCM charter principles	Contribute to continuous service improvement and ensure compliance with council policies and procedures Assist with ensuring all cremations comply with statutory forms (Forms 1–10). Maintain permanent registers of cremations and ashes disposal. Verify identity of remains before cremation. Provide public access to records. - Cremation (England and Wales) Regulations 2008, regs. 16–19
Coordinate cremation bookings and maintain accurate service schedules	Maintain and update the crematorium's electronic and paper-based records, ensuring compliance with GDPR and relevant legislation. Ensure a seamless booking service is in operation to facilitate the smooth running of the crematorium. Be well presented to provide front facing reception services for bereaved customers.
Liaise with funeral directors, celebrants, and families to ensure service requirements are met	Provide front-line customer service to bereaved families, funeral directors, clergy, and celebrants, ensuring all interactions are handled with empathy and professionalism.
Assist with the ongoing presentation of the Crematorium	Assist with the tidying and general presentation of the building, liaising with contractors to facilitate repairs and maintenance

Nature of Contacts

Work directly with colleagues internal and external, other providers and external agencies to gather and exchange information and co-ordinate actions.

Develop sensitivity, persuasiveness, and negotiation and assertiveness skills to communicate with diverse audiences in emotive circumstances. Deal with people at all levels confidently,

sensitively and diplomatically.

Key Facts and Figures

Crematorium Office based role

May be asked to work outside core hours.

May be asked to work remotely or at alternative locations

Resourcing

Budget Responsibilities: None

Supervisory Responsibilities: None

Knowledge, Skills and Experience

- Experience in administrative roles, preferably within bereavement or public services
- Understanding of cremation regulations and bereavement protocols (desirable)
- Familiarity with Microsoft Office and record management systems
- Ability to sympathetically engage and assist customers

Indicative Qualifications

GCSEs or equivalent (required)

- NVQ Level 3 in Business Administration or similar (preferred)
- ICCM training or awareness of cemetery and crematorium charter standards (advantageous)

Training and support will be provided to ensure compliance with statutory duties and council standards.

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed