Role Title	Chapel Attendant/ Crematorium Technician
Job Family	**Parks and Open Spaces**
Competency Level	**Senior Officer**
Pay Range / Scale	**SO2**

Purpose

To act as the first point of contact for mourners, funeral directors and officiants attending the Crematorium for both funerals and cremations. Comfortable public speaking and delivering services Chapel Attendant

Assisting the Crematorium Manager ensuring that the Crematorium is professionally, efficiently and cost-effectively operated and maintained to a high standard. Working within all acts and legislation relating to cremation services.

Generic Accountabilities	End Result/Outcomes
Provide authoritative advice, guidance and support to colleagues, customers and stakeholders. Respond to and investigate enquiries / escalated complaints.	Information, advice and support are accurate, timely and constructive. Problems are identified. Issues are managed through to a satisfactory conclusion or escalated if appropriate. Risk to the Council / customers is minimised.
Contribute to identifying and delivering information / activities to support service delivery / promote the service area /.	Requirements are effectively identified. All materials / activities are delivered to the required standards and timescales. Information / activities achieve desired results.
Challenge customers' practice and minimise risk, referring concerns to line manager.	Customer risks are assessed. Relevant health, safety and welfare requirements are met.
Work closely with others to clarify changing requirements. Identify, recommend and support the development and delivery of improvements. Contribute to the development and implementation of policies, procedures and systems.	Improvement opportunities and plans to achieve them are identified and recommended. Agreed improvements are developed, delivered and evaluated. Changes are effectively communicated to others.
Support others in their development, including external organisations / customers where appropriate.	Identify any changes that may impact the service / profession. Contribute to the development of others (e.g. through sharing knowledge and skills, acting as a coach or mentor, or providing feedback).

Develop good working relationships and communicate effectively with internal / external organisations / partners and stakeholders. Represent specialist area internally and / or externally. Model, demonstrate and promote good practice relevant to the role.	Relevant work area reputation is maintained or enhanced. Stakeholders are engaged with activity relevant to them. Positive feedback is received from stakeholders. Communications are clear, well planned and effective. Best practice is shared and promoted.
Support partnership agreements and partnership working within area of responsibility.	Activities which support partnership working are effectively delivered. Partnership working groups produce valid and timely outputs.
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.
Job Specific Accountabilities:	
Ensuring that the requirements of the Cremation Acts and Regulations; the Environmental Protection Act 1990 and all relevant process guidance notes; the Health and Safety at Work Act; the Local Authorities Cemeteries Order, and all other legislative requirements are complied with.	Compliance with the Code of Cremation practice. This includes monitoring emissions, cremator performance, stocks etc. Awareness of current and changes to legislation.
To work with customers and stakeholders and additional service providers and other council departments ensuring effective partnership and empathetic working.	The maintenance of excellent relations and provision of the highest levels of customer care with Funeral Directors, Clergy and Officiants, members of the public in order to preserve a suitable atmosphere at all times.
Ensuring that the premises, fixtures, fittings, plant and machinery are all properly used, cleaned, maintained and kept secure. Including cremators and other associated equipment.	Monitoring work space, liaise with service contractors Report defects and arrange servicing to protect continual service provision.
Acting as Chapel Attendant and ensuring that the Chapel is prepared in accordance with the requirements of each group of mourners and is maintained to the highest standards.	To play recorded music, and other forms of visual and recorded tributes; assist with floral tributes and to ensure the smooth and running of all services.
Assisting clergy and officiants and rendering assistance during the service if required. Dealing with distressed mourners.	Provide an empathetic and professional service under difficult and emotional circumstances.
Ensuring that the main chapels and ancillary buildings (Toilets, Waiting	Monitor, maintain and report on issue ongoing to sustain protect the service delivery.

Rooms, Meditation Chapel, Bearers Room) are all cleaned daily and maintained to the required standard.	
To take services and ceremonies in relation to the strewing of ashes as requested.	Provide a range of services indoors and outdoors at all times of the year.
To assist and support the clergy and funeral directors with the conduct of services as required and directed.	Clear understanding of how services are operated and delivered.
To deliver services with the Chapel.	Operating the PA. Checking the daily listing and music has been loaded in accordance with the programme and families' wishes.

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.

Provide specialist advice, guidance and support on issues within area of responsibility; develop and maintain joint working and promote the Council position.

Consult with stakeholders to identify requirements. Communicate changes in policy and working practice to contacts.

To deal with visitors to the Crematorium and Cemetery grounds, being extremely mindful of the reasons behind the visit.

Procedural Context

Plans own time and co-ordinates alongside the work of others to provide a seamless and time constrained service.

Exercise professional judgement in assessing customer requirements, potential risk and quality assurance of service. Monitor and evaluate performance / service delivery, ensuring all parties are informed of progress / issues as required.

Provide support to customers, colleagues and other stakeholders through applying knowledge of systems, procedures and best practice.

Responsible for meeting performance standards within a policy framework and regulatory guidelines.

Accountable for proper use and security of information, resources, equipment and/or facilities within area of responsibility.

Use initiative to deal with complex issues and respond appropriately in an unpredictable work environment. May involve isolated working outside core hours.

Occasionally the post will be expected to work from other locations

Reports to the Crematorium Manager

Knowledge, Skills and Experience

Experience

Demonstrable ability to carry out a range of tasks.

- Ability to use and maintain equipment which can be technically complex.
- Able to write and compile reports, correspondence, calculations, carry out assessments
- Demonstrable experience working in the funeral profession or the death care industry is desirable.
- Demonstrable experience of working in a public facing service is essential
- Previous experience working in a crematorium or cemetery would be an advantage.
- Understanding of burial and cremation legislation would be an advantage.
- Building/horticultural/cleaning experience would be an advantage.

Skills

- The post requires the post holder to be calm and with the ability to solve problems quickly, effectively and sympathetically, having consideration for the bereaved and the environment
- Can demonstrate dexterity, co-ordination or sensory skills, where there is some demand for precision in the use of these skills, for example driving and/or the general use of a computer during the working day
- Demonstrable ability to either:
- Undertakes some tasks or duties which are to the direct benefit of individuals or groups of people by impacting directly on their health and safety or well-being and/or
- Provides general advice and guidance on internal procedures in relation to the well-being of people.
- Demonstrable ability to use own judgement and creativity to assess situations, solve straightforward problems and adapts to new ways of working
- Demonstrable ability to use written and oral communication skills to present varied information in an understandable way to a range of audiences
- Demonstrable ability to work within defined procedures and to work independently, using initiative to deal with straightforward situations, referring to supervisor/line manager for unusual or difficult problems
- Demonstrable ability to carry out tasks and/or advise on internal procedures, which impact on the health and well being of people

Indicative Qualifications

The post holder must have a good degree of numeracy and literacy.

Qualifications in maths and English would be an advantage.

If not already in possession of the cremation technicians certificate (CTTS) will study for that qualification within 1 year of appointment in order to comply with relevant legislation.

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