Job Role Profile

Role Title	**Mortuary Logistics Personnel**
Directorate / Business Hub	**Resources**
Salary Scale	**Scale 4**

Purpose
To contribute to the logistics processes within the London Borough of Waltham Forest, Essex and the wider London area, supporting the safe and effective running of the Mortuary Logistics Service.

The post-holder will normally be based at the Mortuary Office but will be dispatched to collect, deliver and transfer deceased persons between East London Forensic Centre, Essex mortuary facilities and other authorised locations.

To undertake driving, deceased-person transfer, manual handling, traceability and associated mortuary support duties in accordance with approved Standard Operating Procedures, risk assessments and service instructions.

To assist the mortuary managers and wider mortuary team with the effective operation of the service and to maintain consistency with the Council's quality and equality requirements.

Generic Accountabilities	***End Results / Outcomes***
To document and maintain full traceability of the deceased in accordance with the Human Tissue Act 2004, locally approved procedures and chain-of-custody requirements.	To ensure a fully compliant and auditable mortuary service.
To follow requirements relating to the Health and Safety at Work etc. Act 1974, the Manual Handling Operations Regulations 1992, data protection, confidentiality, infection prevention and associated regulations.	To protect staff, service users and the integrity of the service.
To conduct condition and identity checks of the deceased, including checking the wristband and a minimum of three unique identifiers, recording clothing, jewellery, valuables and other relevant information, and taking required photographs.	To support accurate identification, condition recording and traceability.
To use approved manual-handling equipment, including hydraulic trolleys, stretchers, hoists, PAT slides, body sheets and transfer boards, in line with training and risk assessments.	To ensure deceased persons are moved safely and respectfully.
To admit and release deceased persons in accordance with the relevant SOP, ensuring the electronic case record, identification information, documentation, valuables and face-release image are complete and accurate.	To ensure lawful, accurate and fully documented admission and release.
To maintain confidentiality regarding deceased persons, families, investigations and all information accessed during collections, transfers and mortuary duties.	To maintain professional standards and data protection compliance.
Job Specific Accountabilities	***End Results / Outcomes***
To safely drive service vehicles and collect or transfer deceased persons from domestic addresses, hospitals, funeral directors, police locations, Essex mortuary facilities, East London Forensic Centre and any other authorised mortuary or location.	To provide a safe, responsive and dignified deceased-person transport service.
To undertake mortuary-to-mortuary transfers, including transfers into and out of Essex mortuary facilities, while following authorised instructions, agreed routes and service	To support service capacity, continuity and contractual arrangements.

timescales.	
Before departure and on arrival, to verify the identity and location of the deceased using the approved three-identifier process and to resolve or escalate any discrepancy before completing the transfer.	To prevent identification or traceability errors.
To complete all collection, delivery, vehicle, transfer, receipt, release and chain-of-custody records accurately and promptly, and to update iCasework or any approved case-management system.	To maintain a complete and auditable record of every movement.
To account for and securely transfer all documentation, personal effects, property and other authorised items accompanying the deceased.	To preserve continuity, security and accurate records.
To carry out pre-use and post-use vehicle checks, report defects, maintain vehicle cleanliness and readiness, and ensure required equipment and consumables are available.	To maintain safe, legal and operationally ready vehicles.
To clean and decontaminate transport vehicles, equipment and reusable transfer aids in accordance with infection prevention and local procedures.	To reduce contamination risks and maintain a safe working environment.
To assist Mortuary Technicians and Anatomical Pathology Technologists with the receipt, admission, storage, location, movement and release of deceased persons within the mortuary, within the post-holder's training and competence.	To support safe and effective mortuary operations.
To assist with body-store capacity management, location checks, traceability audits and reconciliation of deceased persons, property and records.	To support accurate storage and service assurance.
To assist with routine mortuary-related work, including preparation of transfer equipment and work areas, stock checks, housekeeping, cleaning and equipment checks, in accordance with SOPs and risk assessments.	To maintain a safe, clean and organised mortuary environment.
To support viewing, identification, post-mortem and release arrangements where instructed and within training, competence and authorised procedures.	To provide appropriate operational support while maintaining dignity and confidentiality.
To work flexibly, including outside normal office hours and as part of an on-call arrangement, and to respond to urgent collection or transfer requirements as directed.	To maintain service resilience and continuity.
To report immediately any incident, accident, near miss, security concern, vehicle defect, failed identification check, documentation discrepancy or breach of procedure.	To ensure prompt escalation, investigation and corrective action.
To undertake any other reasonable mortuary logistics or operational support duties appropriate to the grade, training and competence of the post-holder.	To support the wider needs of the mortuary service.

Nature of Contacts
Metropolitan Police Service, London Ambulance Service, British Transport Police, Coroners' Officers, hospitals, funeral directors, Essex mortuary staff, other mortuary services, contractors and council colleagues.

Procedural Context
To facilitate the collection, transportation, transfer, receipt and release of deceased persons, and to undertake associated condition checks, traceability, vehicle and mortuary support duties in accordance with approved SOPs, risk assessments and management instructions.

Key Facts and Figures

- Collect, transport and transfer deceased persons into and out of Essex mortuary facilities and other authorised locations.
- Conduct identity, condition and traceability checks and update relevant databases and transfer records.
- Assist with mortuary operations, storage, manual handling, housekeeping, equipment and audit activities.
- Work flexibly, including out of hours and on-call where required.

Resourcing

Staff Management: None
Budgetary responsibilities: None
Responsibility for plant and equipment: Service vehicles, transfer equipment and other equipment used as part of the role.

Competency Level

All Colleagues

Knowledge, Skills and Experience

- Full, valid clean UK driving licence appropriate for the service vehicle and experience of driving vans.
- Experience or an understanding of mortuary, funeral director, pathology, healthcare logistics or related work.
- Understanding of deceased-person identification, dignity, confidentiality, traceability and chain-of-custody requirements.
- Experience or understanding of manual handling and the safe use of transfer equipment.
- Ability to follow SOPs, risk assessments, lawful instructions and infection prevention requirements.
- Ability to work effectively as part of a team and independently when undertaking transport duties.
- Ability to use IT systems, mobile devices and case-management databases accurately.
- Ability to work flexibly, including travel across London, Essex and surrounding areas and participation in out-of-hours or on-call arrangements where required.