

Role Title	Senior Crematorium Administrator/Usher
Job Family	Parks and Open Spaces
Competency Level	
Pay Range / Scale	Scale SO2
Purpose To provide high-quality administrative support for the newly established 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.
Job Specific Accountabilities:	

Operate and assist with media systems including viewing screens, sound systems, and CCTV	Liaise with funeral directors and internal teams to coordinate service schedules and ensure smooth operational delivery.
Work collaboratively with the Bereavement Services team to integrate cremation and burial operations	Support the management of memorial schemes, including 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. Ensure 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.
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. Promoting a high level of service internally and externally.
Provide ushering duties for various functions and services for customers	Flexible working to adapt to service pressures where required. Including, ushering, media working, building presentation,

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.

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.

Reports to the Crematorium Manager

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: Small budget responsibility for the purchase of day to day materials and office supplies.

Supervisory Responsibilities: None

Knowledge, Skills and Experience

Experience in administrative roles, preferably within bereavement or direct public services

Knowledge of financial processes, procurement, purchase order raising, processing of payments using digital and online systems, banking processes.

Recording of financial transactions.

High level of communication and presentation skills and ability to deal with sensitive and emotive customers.

Experience in front facing organisations and skills in conducting groups of customers.

- Understanding of cremation regulations and bereavement protocols (desirable)
- Familiarity with Microsoft Office and record management systems

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