

Job Profile

Bereavement Officer (Cremation Technician) Grade D date created: 13th March 2017

About the Job

- To ensure a quality Cremation service for the City Council by undertaking technical duties relating to the cremation service, including carrying out cremations, acting as chapel attendant and witnessing of internments or scattering of cremated remains within the grounds. You will provide a sympathetic service to mourners and provide a support service within the Chapel and grounds.
- This is one of a number of posts that will work flexibly as a team ensuring that the service is delivered effectively, efficiently and customer focused and with regard to the principles of asset based community development.

This is what we need you to do...

- Liaise with, and assist, Funeral Directors, Clergy and mourners to ensure efficient and effective service is provided throughout the entire proceedings.
- Process the cremated remains, collect, identify, store the ashes and arrange for dispersal in the Gardens of Remembrance and Cemetery.
- Operate specialist computer monitoring technology to operate the cremators.
- Provide advice and direction to members of the public when appropriate, positively promoting the services delivered.
- Be on site in adequate time to undertake daily maintenance and commence the firing of the cremators to ensure prompt cremations.
- Be responsible for all health and safety aspects of the crematorium, including safety, security, maintenance and cleanliness, reducing risk for staff and visitors.
- Contribute to the delivery of service plans in order to meet the council's corporate plan priorities in accordance with the requirements of the Bereavement Services Manager.
- Maintain and develop constructive relationships as part of a collaborative working environment.
- Engage with stakeholders (internal and external) through effective communication to ensure good performance and continuing service improvement.
- Demonstrate a commitment to personal and professional development, working with managers to identify any gaps in skills, knowledge and expertise and plan for improvement.
- Consider the financial implications of any activities affecting the use of council funds, seeking best value for money and identifying or recommending more cost-effective options.
- Take on any other additional duties as reasonably required within Gloucester City Council.
- Work in a flexible and adaptable way with a 'can-do' attitude that gets things done right the first time

Monitoring and ongoing development of outcomes

As part of the annual appraisal, outcome based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the council reserves its right to amend or add to the accountabilities listed above.

The ideal candidate will have...

Experience

- Experience of working within a bereavement environment.
- Experience of operating technology relating to cremations.
- Experience of working in a customer service related environment.
- Experience of coping well under pressure and dealing with difficult situations.

Knowledge, Skills and Understanding

- Knowledge of the 'Code of Cremation Practice'.
- Knowledge of manual handling techniques.
- Excellent customer service standards.
- Ability to deal with the public in a diplomatic, empathetic and sensitive manner.
- Ability to work as part of a team.
- A flexible team worker with a 'can-do' attitude
- Understanding of Health and Safety and its relevance to the Cemetery and Cremation service.

Behavioural attributes

- **Efficiency and Value For Money:** Taking ownership of your work you will work flexibly to provide great services to meet personal, organisational and customer expectations.
- **Forward thinking with Innovation:** Being creative and using your initiative you actively seek to improve services and processes.
- **Making Residents Lives Better:** Delivering good customer services by listening and raising awareness of what we do.
- **Passionate about the City:** Being loyal to Gloucester you take pride in the quality of your work and understand how it improves the reputation and quality of our city.
- **Working Together to make it Happen:** As a team worker you communicate effectively and pursue a 'can-do' attitude in being flexible to deliver quality services.

Expected to perform at level 1 of Gloucester City Council's Employee Behaviours Framework

Education & Qualifications Essential

- A good level of general education