

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation: Senior Crematorium Technician Grade: SC6
Reports to (Designation): Compliance and Services Manager Grade: PO6
Directorate: Place Section: Bereavement Services

Main Purpose of the job:

To supervise and actively lead a team of staff to ensure that the Crematorium operates to the highest standard at all times. To be responsible for the supervision of the Crematorium ensuring all aspects of the cremation process from the funeral reception, through to the disposal of cremated remains is carried out in accordance with statutory and local regulations and the Code of Cremation Practice. To provide general assistance to the public in the evenings, weekends and on public and bank holidays and to take and relay messages for office staff outside of office hours.

Summary of Responsibilities and Personal Duties:

Supervise the crematorium staff undertaking, and personally participate in, the operation and control of the cremators and all ancillary equipment ensuring that they are operated and maintained to optimum efficiency, in accordance with statutory requirements and manufacturers instructions.

Ensure all maintenance and performance reports are kept on file and that exceptions reports and 6 monthly statistical data are sent to the EHO.

Ensure that the packaging and identification of ashes is carried out correctly and in accordance with the wishes of the applicant.

Ensure the daily scattering of ashes.

Supervise the chapel duties of the crematorium technicians ensuring the chapel is cleaned and prepared before each service and that the needs of the family, funeral directors and clergy are met.

Ensure the Crematorium buildings, grounds and memorials are in a clean and tidy condition at all times.

Ensure that memorials are installed and removed as directed by the memorial officer and that details are recorded.

Ensure that the needs of the bereaved and other visitors are met and develop an awareness of client care among crematorium staff.

To develop and maintain good working relationships with funeral directors, clergy and other service users.

Maintain an awareness of current developments in work area and participate in service development exercises.

To be conscious of the need to undertake all duties in a manner which is in keeping with the cemeteries and crematorium environment.

Deal sensitively and sympathetically with members of the public, taking and relaying messages to the office staff outside of office hours.

Supervise the health and safety aspects of all operations within the crematory and crematorium grounds ensuring that personal protective clothing and equipment is issued, signed for and used.

Maintain records of staff leave, sickness, overtime etc. Record any incidents of lateness or absence. Check and verify time sheets.

Ensure staff look smart and are wearing appropriate uniform when undertaking all duties with the public.

Draw up staff rotas ensuring staff cover for weekends, public and bank holidays.

Supervise trainees, temporary staff and work placements allocated to the team as required.

Ensure the general security of the Crematorium site and building, unlocking and locking buildings and gates as required.

Ensure any works required are recorded and reported to the Compliance and Services Manager.

Undertake any minor repairs/maintenance within the crematorium or crematorium grounds.

Ensure general minor maintenance of the Crematorium building, memorials and grounds is undertaken

Actively participate in the Annual Memorial Service and any open days or public events or official visits to the Crematorium.

Be available for emergency call as required.

Be available to work additional hours on weekdays and for duty on weekends, public and bank holidays on a rota basis; to work unsociable hours in an emergency and to undertake lone working at outside of office opening hours.

Cover supervisor chapel duties in cemeteries when required

Carry out any other duties as required which are consistent with the grade.

To carry out the duties of the post with due regard to the Council's Equal Opportunities Policy and core values.

All employees are required to participate in the Performance Evaluation Scheme (PES) and to undertake appropriate training and development identified to enhance their work.

All employees are required to comply with the Council's Health & Safety policies and procedures at all times, taking due care for themselves, colleagues and members of the public.

Assist in carrying out the Council's environmental policy within the day to day activities of the post.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled postholder

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET
THE CHANGING NEEDS OF THE SERVICE.

PERSON SPECIFICATION

JOB TITLE: Crematorium Supervisor

POST NO:

DEPARTMENT: Community Services

GRADE: SC6

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Equal Opportunities

Commitment to implement the Council's Equal Opportunities policies.

Awareness of Equal Opportunities issues.

S

Knowledge

Of statutory responsibilities and policies relating to cremation.

S

Of the requirements of the Law relating to Cremation, Council Regulations and of the Cremation Code of Practice.

Of professional, technical and safety standards

S

Of Health and Safety requirements within the Crematorium

Aptitude

For use of new technology specifically relating to the computers linked to the cremators and to the BACAS system

For producing and ensuring the undertaking of daily, weekly and monthly cremator maintenance programmes.

For keeping up to date with work practices, equipment and methodology in own work area.

For relating appropriately to the local community, funeral directors, ministers of religion, staff, outside bodies and organisations.

Skills

Able to identify cremator faults.

Clear written and verbal communication skills

Experience

Of supervising staff within a crematorium environment. S

Of supervising staff providing a front-line service S

General Education

Must hold the Crematorium Technicians Training Scheme Certificate S

Willing to undertake further training

Personal Qualities

Able to work on own initiative and to cope with changing priorities

Be able to demonstrate a sensitive approach to members of the public and national agencies

Have a flexible approach and be willing to undertake any duties within the scope of the post.

Circumstances

Be available to respond to emergency call-outs as required

Physical

Duties involve heavy lifting

Generally candidates must meet the standard Lewisham requirements for the post

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