

Job Description

Job Title Crematorium Technician

Level Level 6

Service Grounds Maintenance and Bereavement

Job Purpose

To carry out Cremations in accordance with the Pollution Prevention and Control (Scotland) Regulations 2000 and the Federation of Burial and Cremation Authorities Code of Cremation Practice, to perform chapel attendant duties, carry out ground maintenance duties, and to carry out other duties as and when directed by the Bereavement Services Officer and Service Lead Neighbourhood Services.

Date: 27/09/22



Post Responsibilities:

- To carry out cremations in accordance with the Pollution Prevention and Control (Scotland) Regulations 2000 and the Federation of Burial and Cremation Authorities Code of Cremation Practice. Following onsite training, the applicant will be expected to pass the Crematorium Technicians Training Scheme (CTTS) run by the Institute of Cemetery & Crematorium Management.
- Maintain all records required by the Scottish Environmental Protection Agency and backups of computer records.
- Carry out and be responsible for all necessary administration to ensure cremated remains are correctly identified and stored.
- Maintain a high standard of cleaning and housekeeping throughout the Crematorium, ancillary rooms and external precincts.
- Maintain the Crematorium grounds to a high standard as part of rota.
- Strew/inter Cremated Remains in accordance with instructions.
- Carry out Chapel Attendant duties as required.
- To work on a Saturday as part of a 1 in 4 rota. 09.45am – 13.15pm
- Able to work public holidays as required.
- To maintain a smart appearance and wear all supplied uniform and PPE.
- Contribute to a positive and inclusive working environment within which regular performance review takes place and undertake further training as appropriate.
- Ensure safe working practices in which the health, safety and welfare of colleagues are not jeopardised.
- Participate in the implementation of effective operational plans to meet the objectives of the service.
- Assist in meeting appropriate operational and other statutory targets.
- To carry out such other consistent with the post as may be required Bereavement Services Officer and the Service Lead – Neighbourhood.

Possession of:



- Institute of Cemeteries & Crematorium BTEC accredited Crematorium Technicians Training Scheme (or equivalent **experience** or qualification) and or be willing to train to obtain certification.
- A sympathetic manner with the ability to exercise a mature, professional and empathetic manner in potentially distressing situations.
- A good level of fitness and mobility is required which would allow the post holder to undertake the manual handling duties of the post.

Proven Record of:

- Experience of dealing with the public in a sensitive environment.
- Dealing with members of the public and external service providers in person, by telephone and by written correspondence.
- Working independently, with little supervision, using own initiative.
- Keeping accurate records, paying attention to detail.
- Following instructions, procedures or legislative requirements.
- Developing good working relationships with others.
- Managing own workload, meeting deadlines.
- Carrying out health and safety risk assessments.
- Good ICT skills including use of e-mail, internet.
- Problem solving skills.
- Time management skills



Substantiated ability to:

- Meet the standards required under the Values and Behaviours of South Ayrshire Council.
- Have the ability to operate cremators, cremulators and ancillary equipment safely and in accordance with procedures.
- Have excellent communication skills, verbal and written.
- Be sensitive, tactful and aware of people's feeling about death and bereavement.
- Be empathic and ability to sensitively and professionally relate to others.
- Be able to work calmly under pressure and to deal sympathetically with grieving people.
- Be discreet and polite and behave appropriately in the service environment.
- Be meticulous, have attention to detail and able to make accurate records.
- Be Literate.
- Be Numerate.
- Be Self-motivated and ability to work unsupervised and as part of a team.
- Be able to carry out physical tasks including outside work e.g. scattering of ashes and all aspects of grounds maintenance.
- Be emotionally robust and able to operate in the cemeteries and crematorium environment.
- Be willing to work extended hours e.g. evenings and occasional weekends if required.
- Be able to operate electronic equipment such as Audio Visual systems.
- Be able to operate / drive ride on mowers and off road vehicles.



Demonstrable experience of:

- Cemeteries and crematoria legislation including the Local Authorities' Cemeteries Order 1977.
- Institute of Cemeteries & Crematoria Management Code of Safe Working Practice.
- Federation of British Cremation Authorities Codes of Practice.
- Knowledge of Health & Safety at Work etc. Act 1974.
- Environmental Protection legislation as applicable to cremations.
- Knowledge of common practices within the Cemeteries and Crematoria industry including those of funeral directors.
- Understanding of health and safety risks, preferably in the cemeteries/crematoria environment.
- Knowledge and understanding of the requirements of the deceased and their relatives including a range of different religious and cultural backgrounds.
- Knowledge and experience of chapel duties including assisting the public and funeral directors.

Proven Technical Understanding of:

- Operating industrial machinery in a commercial capacity.
- Operating grounds maintenance related tools and machinery.

