



Role Profile

Job Title: Chapel Attendant (Casual)	Grade/ Level: K	Post Number: CS00003
Directorate: Enabling	Job Family: Bereavement Services	Date Prepared: November 2017

Role reports to (Job Title):
Bereavement Services Manager

Job Purpose:
To assist with the effective running of the Crematorium, ensuring that regulations and codes of practice are followed. To work with celebrants, public, ministers and funeral directors to ensure services run to time and in accordance with family wishes.

Key Accountabilities:

1. Liaise with staff, celebrants, funeral directors, ministers and public to ensure all cremation services are correctly received in the Chapel.
2. Prepare Chapel and adjoining accommodation and flower room, including general cleaning between services and ensure a high standard of cleanliness is maintained
3. Input into the system music for playing during each service. This may require loading music from discs, hard drives or searching and downloading tracks from web database
4. Attend services including burials as required. Direct funeral directors, mourners and members of the general public.
5. Maintain floral displays in designated areas; allocate specific areas for floral tributes and dispose of same as necessary
6. Assist other staff in preparation of paperwork for services and help to provide cover for staff sickness and holidays
7. Assist the Cremator Technicians in the disposal of remains – this can be physically demanding.
8. Any other duties of a similar nature that may reasonably be requested by the Crematorium Manager or representative.

Knowledge and Experience:

- A high degree of care and experience of dealing with the bereaved
- Ability to relate to a wide range of people and to manage large numbers of people
- Ability to work on own initiative and as part of a team
- PC skills and experience
- First Aid certification (training can be given)
- Able to lift / manage heavy weights.

- The ability to comprehend and memorise instructions and procedures.

Decision Making: *ie responsibility of postholder for taking decisions and independent action*

- Can make effective decisions quickly and will act on own initiative in order to resolve problems
- Has proven results of same obtained through team work and individual effort

Contacts and Relationships:

- Ability to work confidentially
- Experience of being able to deal with distressed relatives
- Experience of working as part of a small team

Creativity and Innovation

- Consider ways in which the funeral process can be improved for both staff, funeral directors and the bereaved
- Being able to work flexibly to meet the varying demands of the role

Emotional Demands of the job:

The work involves dealing with distressed members of the public for a large part of the time. The post holder must be able to be empathetic whilst remaining professional in the role.

Job Specific Competencies

Features of the role: Dealing constantly with the public who may well be distressed.

Employee Signature:

Print Name:

Date

Line Manager's Signature

Print Name:

Date: