



Role Profile

Job Title: Cremator Technician	Grade/ Level: L	Post Number: CS2693
Directorate: Resources	Job Family: Bereavement Services	Date Prepared: June 2019

Role reports to (Job Title): **Bereavement Services Manger**

*Please attach an organisation chart showing where this job reports within the structure.

Job Purpose:

To maintain a high standard in all aspects of the Bereavement Services provision in line with the current Swindon Borough Council policy.

Key Accountabilities:

Job Purpose

To carry out the cremation of human remains in accordance with the Institute of Cemetery and Crematorium Management's 'Guiding Principles' and following the requirements of the Environmental Protection Act 1990 and all associated subsequent legislation.

The aim is to provide a dignified cremation service to the public and to assist other crematorium staff in their duties in accordance with Swindon Borough Council's own policies and procedures, detailed below.

Key Accountabilities

- Day-to-day provision and administration of the service within agreed guidelines with strict adherence to statutory requirements, regulations etc. making sure appropriate records are maintained and an effective and efficient service is provided to the public at all times.
- To follow and adhere to Cremator Manufacturers requirements, whilst complying with Health and Safety when operating the cremation equipment, including where appropriate maintenance and minor servicing. This will include general cleaning duties within the cremations area.
- To ensure the collection, identification, processing, storage and final disposal of cremated remains either by scattering or by burial. If burial on site is required then the post holder will be required to prepare the ground and location accordingly.
- Working with the Chapel Attendant and covering their duties when required.
- Ensure all public areas adjacent to the Crematorium building and memorial gardens are kept clean and tidy.

Supplementary Accountabilities:

- To assist within the admin team during busy periods, sick leave or annual leave.
- To carry out car parking duties as necessary during busy services.
- In carrying out the different functions described, it is important that the appropriate clothing is worn for each function.
- Job holders must be physically able to manual charge large coffins and lift heavy weights.
- Any other duties of a similar nature that may be reasonably requested by the Bereavement Services

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- 3 GCSE's grade C or above to include English Language, Maths and Science or relevant experience.
- Cremator Technician qualifications (however full training will be given).
- Able to lift / manage heavy weights.
- A high degree of care and understanding is a major requirement of the post including good communication skills.
- The ability to comprehend and memorise instructions and procedures.
- Able to work to work alone or as part of a team with a flexible self-motivated attitude.
- PC skills (Word processing, spread sheets and databases).
- Tactful, diplomatic, able to deal with the public (especially the bereaved).

Decision Making

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

Contacts and Relationships

- Ability to operate confidently at all levels within the business including Heads of Service, senior managers, and other key stakeholders, including external partners.

Creativity and Innovation

- Reviews ways of working and identifies opportunities to improve the quality of work of the team
- Flexibility to meet the varying demands of the role.

Values and Behaviours

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, this means in our work we are:

Connected: We put Swindon and its people at the heart of everything we do.

We display a communication and behaviour style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, "is what I am doing in the best interests of Swindon and its people,"?

Resilient: We are forward thinking and work smart

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

Brave: We respect and work together with our colleagues and customers to achieve success

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

Job Specific Competencies:	
In accordance with the provisions of the Data Protection Act 1998, jobholders should take reasonable care to ensure that personal data is not disclosed outside Council procedures, or use personal data held on others for their own purposes. In accordance with the provisions of the Freedom of Information Act 2000, ensure requests for non-personal information are dealt with in accordance with the Council's written procedures.	
Employee Signature:	
Print Name:	Date
Line Manager's Signature	
Print Name:	Date: