

# Job Description and Person Specification



# Job Description

<b>Job Title</b>	Bereavement Services Trainee Crematorium Officer
<b>Grade</b>	Gd 3 (point 4)
<b>Service</b>	Coventry Bereavement Services
<b>Reports to</b>	Paul Rayner
<b>Location</b>	The Lodge, Canley Cemetery & Crematorium
<b>Job Evaluation Code</b>	New post for Evaluation (2024)



# About Coventry City Council

**Who we are:** At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

**Our aim is simple** – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

**Our Values:** We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



## About the Service your team will provide

Under the general direction of the Bereavement Services Assistant Manager, to train to be responsible for the effective day-to-day operation of Canley Crematorium, including the provision of weekend funerals.

To learn about the responsibility and be accountable for compliance with all relevant legislation and Codes of Practice, learn all aspects of the needs of the bereaved in a crematorium environment.

## Main Duties & Key Accountabilities

1. To learn to proficiency to operate the cremators and all ancillary equipment, developing daily programmes of work, for approval, by the Assistant Manager, to ensure that cremations are sensitively and efficiently carried out.
2. Be available on rotation to support the delivery of funerals on a Saturday morning.
3. Learn the process regards the Funeral Co-ordinators responsibilities to ensure that all-statutory documentation has been completed and that each cremation is properly authorised.
4. Learn to proficiency the process of recovery, secure storage and disposal of cremated remains in accordance with the written instructions of the Applicant for Cremation.
5. Learn the statutory responsibility for ensuring the correct identity of every cremation that is carried out from receipt of the coffin in the chapels through to the disposal of the cremated remains.
6. Learn the process in accordance with the Environmental Protection Act 1990, maintain the Crematory Logbook and computerised emission control records.
7. Learn the process to carry out strewings of cremated remains within the Gardens of Remembrance for 'non witness strewings' only
8. Complete all the required ICCM CTTs training to successful gain the Cremator Operators proficiency certification.
9. Complete all Coventry City Council mandatory Training including all Health and Safety requirements .

## Key relationships

<b>External</b> The bereaved, Funeral Directors Ministers and officiants	<b>Internal</b> Other Bereavement Services officers including Management team Crematorium officers Funeral Coordinators Bereavement & Funeral Coordinators Gardeners
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## Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council’s Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

### Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

### Training

The postholder must attend any training that is identified as mandatory to their role.

## Responsible for:

Staff managed by postholder:

N/A

## Person specification

<b>Job Evaluation Code</b>	New post
<b>Knowledge</b>	
<ul style="list-style-type: none"><li>• Basic awareness of the following:</li><li>• Statutory requirements relating to the Cremation Service, i.e. Environmental Protection Act 1990.</li><li>• Code of Cremation Practice.</li><li>• Customer Care</li><li>• Health and Safety at Work Act 1974</li><li>• Equal opportunities</li><li>• Manual handling techniques</li></ul>	
<b>Skills and Abilities</b>	
<ul style="list-style-type: none"><li>• Able to work to deadlines within guidelines set by your mentor</li><li>• Able to deal tactfully and sympathetically in sensitive situations</li><li>• Able to effectively communicate orally and in writing</li><li>• Able to develop / demonstrate key board skills to control the cremators</li><li>• Able to work as part of a team</li><li>• To have a flexible approach to work</li><li>• Able to work / train outside normal office hours.</li></ul>	
<b>Experience</b>	
<ul style="list-style-type: none"><li>• To be able to commit and successfully complete training course / sessions which will require a demonstration of skills learnt by physical demonstration and in written form by producing reports (as per the ICCM CTTS training Scheme requirements.)</li></ul>	
<b>Qualifications</b>	
In Service Training studying to be completed:	
<ul style="list-style-type: none"><li>• ICCM CTTS Cremators Technician Course</li><li>• CCC Customer Care.</li><li>• CCC Manual Handling Techniques.</li></ul>	

- CCC Data Protection and Freedom of Information / Safeguarding/ Fire safety / Equality & Diversity training
- Any other training as required by your mentor / Service Manager

**Special Requirements : To be able to use manual handling techniques in the correct manner as heavy lifting / moving of coffins will be required.**

<b>Date Created</b>	12.07.2024	<b>Date Reviewed</b>	September 2024
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