

## Job Description

<b>Job Title</b>	Crematoria Technician
<b>Directorate</b>	Neighbourhoods and Housing
<b>Service Area</b>	Licensing and Public Protection
<b>Grade</b>	5
<b>Competency Level</b>	1
<b>Salary</b>	£30,060 - £34,314
<b>Job Type</b>	Office Based
<b>Location</b>	Liverpool Citywide
<b>Disclosure and barring service (DBS)</b>	Not Applicable
<b>Job Evaluation Ref No</b>	K484 / R0633

## Job Purpose

To assist with the statutory registration across the whole service area, including general administration duties and to carry out the cremation of deceased in accordance with statutory legislation and codes of practice.

### Directly Responsible For:

Not applicable



## Directly Responsible To:

Registrar and Crematorium Supervisors

## Main Areas of Responsibility:

- To keep abreast of, be conversant and ensure compliance with all relevant legislation, rules and regulations relating to the disposal of the dead and to advise, assist and counsel the service users in respect of all aspects of the service provided by the City Council, in a sensitive manner at all times in order to portray a professional image
- To receive, check and process relevant information / documentation and resolve discrepancies in respect of arrangements for burials, memorials, exhumations, cremations and memorialisation sales
- To maintain the registers of burials and cremations and associated management systems by use of computerised management and a registration system, including the production of cremation certificates and grave deeds
- To check and process burial applications, generate and issue relevant instructions to the contractor, to excavate new and reopened graves, in accordance with current legislation
- To resolve enquiries relating to the service and generate correspondence where necessary, including liaison with funeral directors for the collection of cremated remains
- To calculate, receive and record fees also issue receipts and invoices
- To cremate deceased, ensuring that each cremation is carried out strictly in accordance with the Federation of Burial and Cremation Authorities (FBCA) Code of Cremation Practice, the Cremation Acts 1902 (as amended 2016) and the Environmental Protection Act 1990. To carry out daily cleaning and maintenance of the cremators and similar associated equipment, in accordance with the manufacturers' specifications

- To carry out chapel duties during funeral services, including liaison with funeral directors, clergy, officiants, checking the coffin identification plate and use of audio-visual system
- To carry out the disposal of cremated remains via any of the options available as required, including witnessed appointments
- To maintain records relating to emission monitoring, cremator usage and disposal of cremated remains and to maintain work manuals and codes of cremation practice, in order to ensure a comprehensive quality approach to the cremation service
- To ensure the continued display of memorialisation items for the general public
- To remove dead floral tributes and unauthorised items from the crematoria grounds, and to keep the immediate area around the chapel buildings clean, safe and tidy in order to maintain a high standard

## **Supervision and Management Responsibility:**

- No supervisory or line manager responsibility

## **Budget and Financial Responsibility:**

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

## **Social Value Responsibility:**

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

## Physical Demands of the Job:

- The role involves operating machinery in a hot environment
- Work is to tight timescales with irregular breaks (dictated by funeral volume and times)

## Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

## Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values

The post holder will be required to demonstrate the ability to perform at competency level 1.

[The competency framework can be found here](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation

# Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

## Qualification and training

### Essential

- Hold or be prepared to work towards the Certificate of Proficiency for Crematoria Technicians (TEST) as issued by the Federation of British Cremation Authorities, or equivalent (A,I)

## Experience

### Essential

- Experience of working within a cemetery or crematoria related environment (A,I)
- Experience with either crematoria related statutory registers or cemetery grave digging instructions (A,I)
- Experience of inputting data into predesigned computerised systems, including Word and Excel (A,I,T)
- Experience in the maintenance and production of statistical reports (A,I)
- Experience in the receiving, checking and processing cemetery or crematoria related documentation (A,I)

### Desirable

- Experience in an administrative environment

- Experience of dealing with and resolving customer enquires both by telephone and face to face in a caring and effective manner

## Skills/Abilities

### Essential

- Good verbal and written communication skills (A,I)
- Computer literate (A,I)

### Desirable

- Resolve complaints / discrepancies in a caring and effective manner

## Commitment

### Essential

- Able to adopt a flexible approach and work as an effective and supportive team member (A,I)

### Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

## Other

### Essential

- Be meticulous due to the nature of the service (A,I,T)