

Job Profile and Working for Stockport



Stockport

to keep the people of Stockport at the heart of what we do.

Team

to succeed as a team, collaborating with colleagues and partners.

Ambition

to drive things forward with ambition, creativity and confidence.

Respect

to value and respect our colleagues, partners and customers.

Our Council

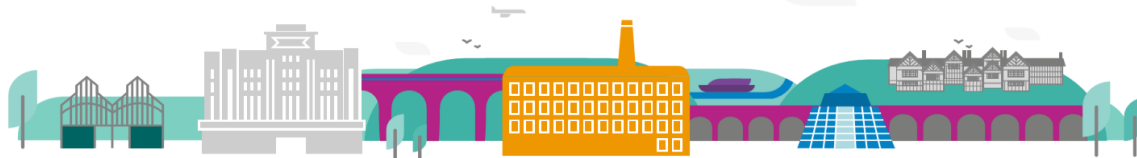
Our employees are our **greatest asset**. We're proud of the way we provide vital frontline services every day and work together, as **one team**.

Our 4 **core values** as shown above, run through everything that we do, and we aim to stay **true** to them regardless of the challenges that we may face.

To **support** our values, we have policies, guidance and procedures around health, safety and welfare, customer care, emergency planning and security that all our **colleagues** are adhering and working to.

We also **pride** ourselves on our commitment to wellbeing and inclusivity of our colleagues and residents.

You can find out more about working for Stockport Council and some of the benefits that we offer our employees at <https://greater.jobs/locations/stockport/>



About the Job

Role:

Crematorium Technician

Service Area:

Bereavement Services

Directorate:

Services to Place

Salary Grade:

Scale 5

Main Purpose of the Job

To carry out cremations and associated duties in accordance with the Cremation Act and the Guiding Principles of the Institute of Cemetery and Crematorium Management, including any future amendments. Provide cover for other Bereavement Services employees to allow for flexibility of working.

Key Responsibilities

Cremations:

- Carry out cremations; clean/rake out cremators; accurate transfer and handling of ashes; Cremulation duties; inter or scatter ashes; emission monitoring and other associated work. Distribute ashes to funeral directors and families.

Flowers/Wreaths:

- Handle tributes in a safe and respectful manner; remove tributes from viewing area to display areas; clean viewing areas, display areas and reflection gardens; clear old flower displays and tributes; remove flowers from grounds and display areas as and when required.

Cleaning:

- Clean employee and public facilities; sweep and mop all floor areas; clean all wall tiles, doors and windows; clean internal lights; clean/maintain car parks, driveways and paved areas; clean equipment and tools; maintain crematory and associated areas to the highest standard.

Maintenance:

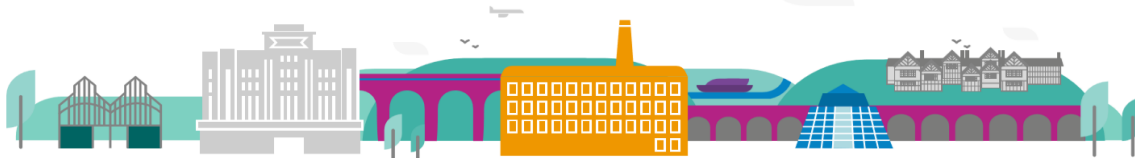
- Maintain cremators, cremulator and associated equipment in working order; de-ash cremator; report general repairs and maintenance issues to buildings and grounds. Keep appropriate maintenance records and logs.

Paperwork:

- Deal with all necessary paperwork relating to cremations, make entries in registers; compile stock reports; generate ash-holding reports for office action; generate stock level reports as and when required.

Office:

- Provide full administrative support to the general office as directed, including providing cover of phone duties, making service bookings; liaising with funeral



directors, clergy and service users; inputting of data onto computer system; production of daily reports and information; book of remembrance/memorial advice and sales.

Computers and Associated Equipment:

- Undertake day-to-day duties, including monitoring and control of cremations by computer input; monitor analytical equipment - change filters and calibrate as required; compile statistical information and reports as required; resolve general technical problems during cremations; report any problems to supervisors or Bereavement Services manager; monitor stock/equipment levels and generate orders as necessary; maintain relevant computer records and compute funeral bookings in general office.

Chapel Duties:

- Provide chapel attendant cover in either service chapel as required. Liaise with Officiants, organists, public and funeral directors, receive funerals, check coffin identification, resolve minor issues in a professional and respectful manner; ensure serious issues are brought to the attention of the management team immediately; control of service light system; accurate playing of music and audio systems; supervision of flower display area; closing of curtains, if necessary; tidying and preparing chapel for next funeral; liaising with the music system provider support team.

Grounds Duties:

- Provide assistance to the cemetery teams. Duties may include; planting; minor landscaping/ infrastructure works; weeding; garden and grounds maintenance; salting and snow clearance; leaf clearance, control of litter in grounds, headstone inspection and burial aid.

Security/Public Conduct:

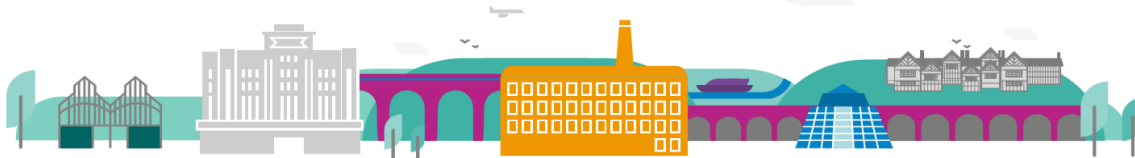
- Maintain orderly conduct and report accordingly. Lock/unlock buildings and gates as required. Liaise with visitors to the Crematorium, giving advice and help, as necessary. Open Books of Remembrance to appropriate day.

Technician's Duties:

- On gaining the Crematorium Technicians Certificate of Proficiency, the post holder will be required to work as part of a competent team in providing day to day oversight of cremation activities including on site guidance and training to other employees as required.

Safety:

- All duties must be carried out in accordance with service risk assessments and safe systems of work to comply with the Health and Safety at Work Act, the Code of Cremation Practice, COSHH Regulations and other relevant Codes of Practice.



Conduct and Appearance:

- When working in the public or crematory areas, all employees will act in a dignified and respectful manner. When handling coffins, employees will acknowledge the considerable responsibility and trust which is placed in them, by the bereaved, and act appropriately at all times. Employees will attain a high standard of dress and appearance at all times to reflect the reverence and respect required by the duties being undertaken.
- To attend and, where appropriate, take an active role in staff meetings and supporting other such meetings held outside the Cemeteries department.
- To assist with the delivery of training, under supervision of the senior crematorium technician either in-house training or shadowing. To attend and participate in any training or refresher courses pertinent to cemetery and crematorium management and maintenance.
- Any other relevant duties as may be required by the Bereavement Services Manager.
- To work positively and inclusively with colleagues and customers so that the Council provides a workplace to deliver a service that does not discriminate against people on the grounds of their age, disability, gender reassignment, marriage, civil partnership, pregnancy, maternity, race, religion, belief, sex, or sexual orientation.
- To fulfil personal requirements, where appropriate, with regards to Council policies and procedures, standards of attendance, health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council's priorities.

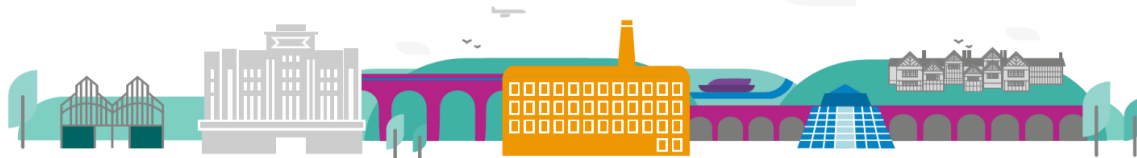
Hours of Work

- 5 day, 37 hour week, with potential for split shifts spread across 6 days (to include a rota'd Saturday shift according to cremation demand). An additional payment of two increments will be paid to any employees who are required to work weekends as part of their normal week. This is subject to working 10% of contracted hours at the weekend and is subject to review.

Additional Information

The responsibilities set out in this document, in the advert and any additional information are intended to provide a flavour of the work you will carry out. It is not possible to include everything you will be asked to undertake, and we expect all colleagues to work flexibly according to business needs and to enhance your own development. Your skills, abilities and training needs will be taken into account and discussed with you when any significant changes to your role are needed. In line with our flexible approach you may be required to work from home for a proportion of your time or from any of the Council's sites across the borough.

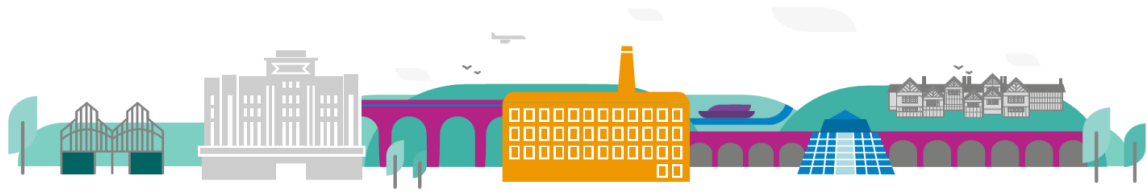
The Council is an inclusive employer and holds the Disability Confident and Armed Forces Covenant accreditations. If you have a disability, we will support you by implementing reasonable adjustments to enable you to perform your role.



About You

Please use your application to tell us how well you meet the criteria listed below as these are the key skills, experience, technical expertise and qualifications needed to be successful in the role. We will then use all the information you provide in your application to help us decide whether you are shortlisted for interview. Any interview questions or additional assessments such as tests or presentations may also be broadly based on these criteria:

- Working to the Council's values and behaviours by:
 - Keeping the people of **Stockport** at the heart of what we do
 - Succeeding as a **team**, collaborating with colleagues and partners
 - Driving things forward with **ambition**, creativity and confidence
 - Showing value and **respect** to our colleagues, partners and customers.
- Good Personal Skills:
 - Team Player (E)
 - Ability to work on own and using own initiative (E)
 - Attention to detail (E)
 - Ability to solve problems (D)
 - Courteous/Respectful (E)
 - Listening/understanding ability (E)
 - Approachable (E)
 - Flexibility (E)
- Experience
 - Crematorium experience (D)
 - Computer literate (E)
 - Gardening work/experience (E)
 - Mechanical work (Maintenance) (D)
 - Administration/ keeping accurate records (D)
 - Working with the Public (E)
 - Team Working (E)
- Attainments/ Qualifications
 - Good standard of literacy/numeracy (E)
 - Cremation Technicians Certificate of Competence (D)
 - Willingness to undertake training and personal development activities (E)
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- Knowledge
 - Crematorium duties (D)
 - Code of Cremation Practice (D)
 - Appreciation of Public needs (E)
- Special Requirements
 - Willing to learn/adapt (E)
 - Able to undertake weekend and evening shifts and duties on a rota basis as required (E)
 - Full UK driving license (E)



(E) =Essential requirement, (D) =Desirable requirement