

Job Description

Post Title: Crematorium Technician

Grade: C, progressing to D with appropriate qualifications and experience

Responsible To: Bereavement Services Manager

Job Summary:

To provide a quality Cremation service for Tunbridge Wells, and the surrounding areas, by undertaking cremations, overseeing funeral services, working with Funeral Directors, Ministers, Celebrants and colleagues to ensure that the needs of the bereaved families are met in a professional and caring way. This will reflect the diverse community that we offer our services to.

The role will require you to ensure the smooth running of the services within both of our chapels, including the management of audio visual equipment, and supporting the needs of all attendees, in a professional and caring way, providing a high level of customer service across all areas of the crematorium.

As part of the role, you will also be responsible for preparing areas for ashes burials. The fixing of memorial plaques and the placing and moving of floral tributes, weeding of flower beds, and cleaning of the crematory and chapel areas, all of which contribute to how the grounds are viewed by our visitors.

There may be the requirement on occasions to work in the office, supporting staff in the administration of cremation, memorial, and burial paperwork, for which accurate attention to detail is key.

The role requires confidently and respectfully carrying out all stages of the cremation process. For this you will receive full training under the direction of a qualified cremation technician, leading to the Crematorium Technicians Training Scheme (CTTS) qualification.

You will also be undertaking cemetery, memorial safety inspections and permit checks.

There is a small amount of basic maintenance of machinery involved and will require good working relationships with contractors to be established. Training will be given.

There will be a requirement to wear a uniform which will be provided for services. The relevant personal protection equipment will also be provided. You should also have the ability to follow all required Health and Safety processes as set out.

Progression to the higher salary grade is dependent on a range of criteria, including but not limited to:

- attaining the CTTS qualification
- a minimum of 12 months experience of cremating
- operating effectively as part of a team
- using own initiative to identify issues and propose solutions
- proficiency in operating all software, systems and processes
- displaying appropriate behaviours and competencies as outlined in the Council's competency framework

As a team player, working 37 hours per week, you will take part in a weekly rota that covers the business hours of 8.30 a.m. to 7.15 p.m. Monday to Friday. On occasion there may be a need to work additional hours.