

Post title:	Bereavement Technician
Grade:	E and F
Responsible to:	Bereavement Assistant Manager
Staff managed:	None
Directorate:	Environment
Service:	Bereavement Service
Job family:	C&A - Customer & Administration
Date of issue:	April 2024

Job context

- The Bereavement Service operates four locality-based crematoria providing dignified and respectful funeral and cremation services to the people of North Yorkshire and beyond.
- The Service has responsibility for a significant number of open and closed cemeteries and closed churchyards across North Yorkshire, including their maintenance and safety of memorials.
- The postholder will contribute towards achieving service key performance indicators.
- Relevant qualifications will be required to be achieved to carry out some roles.
- The role is both emotionally and physically demanding.
- The post-holder will work within one of the locality teams in the service and will be tasked on a day-to-day basis by a manager in the team in which they are based.

Job Purpose:

To deliver a compassionate and respectful service to bereaved families and mourners including funeral and burial services in line with all statutory legislation.

Operational management:

Entry level accountabilities

Burial arrangements – Accurate marking out, digging and back-filling of graves, ensuring compliance with cemetery and health and safety legislation. The role is physically demanding, using digging machines as required. The role encompasses, but is not limited to:

- Driving vehicles and trailers to cemeteries and churchyards.
- Accurate marking out and checking of grave plots prior to digging.
- Preparation of the area and digging to the correct depth using machines and hand tools.
- Ensuring that the correct plot has been dug for additional interments.
- Compliance with operating procedures and risk management protocols
- Laying out of boards and covers to ensure that the grave is neat and tidy in advance of funerals.
- Back-filling and tidying up of the grave side following the funeral.

Cemetery maintenance – Contribute to the upkeep of cemeteries and closed churchyards.

- Regularly inspect cemeteries to ensure the highest standards of upkeep.
- Inspect and report on the condition of open grass areas, trees and planted areas.

- Report defects as appropriate.
- Using machines and hand tools assist in the upkeep of cemeteries, including and not limited to open areas, roadways and paths and kerbing.

Top level accountabilities

Memorial Safety – contribute to the Service memorial safety programme within Council cemeteries and closed churchyards for which the Council has responsibility to maintain. This is physically demanding work, using gantries as appropriate to assist in the laying down of heavy headstones.

- Inspect newly erected memorials to make sure they comply with the Council's regulations, permits and health and safety regulations.
- Undertake memorial testing programme, using the Service's electronic system to ensure records are accurate.
- Make minor repairs or make memorials safe until full repairs can be carried out as appropriate.
- Carry out work within the memorial safety operating procedures and risk management protocols.
- As directed contact grave owners/families and obtain quotes for repairs of memorials using the Council's contractors and procurement procedures.
- Assist to ensure external areas in cemeteries are clean and tidy with well-maintained grass and plant beds through active monitoring of the grounds.
- Undertake some general grounds maintenance tasks as required from time to time according to service requirements.

Cremator Technician– Cremation of the deceased in line with statutory legislation and guidance by qualified cremator technicians ensuring full tracing of the deceased, removal of recyclable metals and adherence to risk management protocols. The role encompasses, but is not limited to:

- Undertake initial training, examination and as required continued training in cremator and ancillary equipment operation to obtain and maintain current appropriate qualifications to be able to legally carry out unsupervised cremations.
- Undertake the cremation of a human person, ensuring compliance with statutory legislation and guidance.
- Ensure that all documentation is completed and accurate and the identification trail is accurate and maintained.
- Ensuring the deceased is always treated with utmost respect.
- Undertake the cremation process, using the cremators correctly and within manufacturers guidelines ensuring processes adhere to pre-set legal and ICCM/FBCA guidelines.
- Undertake cremulation of cremated remains.
- Deal with metal residues after cremation ensuring the applicants permission has been sought and ensuring all residues are securely stored until collection.
- Store cremated remains prior to disposal, pack cremated remains for dispatch, dispose of, and carry out monthly audits on cremated remains in accordance with Service procedures.
- Follow and adhere to cremator operation manual requirements, whilst complying with Health and Safety and Environmental Protection Act requirements and Service plans to ensure efficient running of the cremator, using computer equipment for recording and retrieving information.
- Contribute to the agenda for carbon reduction by accurate daily recording of utility usage, efficient use of equipment, holding over where possible to do so

	<p>minimising the number of cremators in use by planning the best usage of the cremator but ensuring the application for cremation permission has been sought.</p> <ul style="list-style-type: none"> • Monitor stock levels of all ancillary stock used for the use of cremators ensuring the prompt supply of new and collection of spent reagent. • Undertake minor routine maintenance, cleaning and checks of the plant and equipment, including hand tools, arranging for quotes and periodic servicing, reporting any defaults to the Bereavement Service Assistant Manager.
Resource management:	<ul style="list-style-type: none"> • Operation and maintenance of vehicles, trailers, diggers and ancillary equipment. • Operation and maintenance of cremator and ancillary equipment.
Systems and information:	<ul style="list-style-type: none"> • Use relevant IT systems and tools to support the management, delivery and development of the service, ensuring records are accurate and current.
Safeguarding:	<ul style="list-style-type: none"> • To be committed to safeguarding and promote the welfare of children, young people, and adults, raising concerns as appropriate.

Person Specification:	
Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Knowledge and experience of using information technology systems • Experience of working in a customer facing service environment • Experience of working in a high-pressured working environment • Experience dealing with emotionally demanding environments. <p>For top level grade:</p> <ul style="list-style-type: none"> • Demonstrable knowledge, understanding and practical application of cremator technician and memorial safety. 	<ul style="list-style-type: none"> • Experience in crematoria or cemetery work
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Ability to make decisions within own area of responsibility. • Ability to identify possible causes of problems and implement solutions to minimise future re-occurrence. • Ability to effectively cope with conflicting and complex time-sensitive demands. • Ability to prioritise workload. • 	
<p>Behaviours</p> <ul style="list-style-type: none"> • IACT Behaviours - link to website 	
<p>Professional Qualifications</p> <ul style="list-style-type: none"> • Literacy and numeracy skills at Level 3 or greater <p>For top level grade:</p> <ul style="list-style-type: none"> • Hold or be able to achieve within a reasonable time frame though individual performance management targets. <ul style="list-style-type: none"> • An appropriate Cremator Technician qualification • Memorial Safety testing qualification 	<ul style="list-style-type: none"> • Recognised current first aid qualification • Driving licence with endorsement for trailers • Qualification or experience in digger operation
<p>Other Requirements</p> <ul style="list-style-type: none"> • Ability to travel across the locality and occasionally beyond. • Ability to work flexibly to meet the demands of the role including some out of hours working. • Evidence of continued commitment to CPD. 	

Career progression:

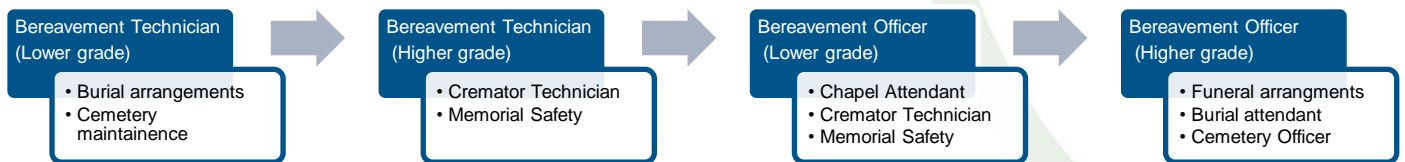
- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g., apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.
- **IMPORTANT NOTE (applies to all career graded posts):**

All moves through the career grades require assessment by the manager determining knowledge and skills met, along with gaps in the service becoming available.

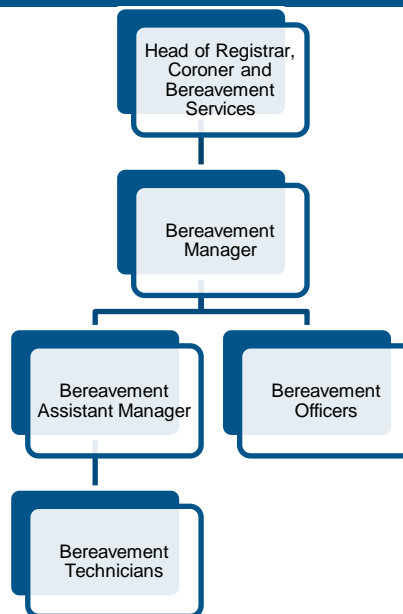
- This post includes progression based on a career scheme under which specific knowledge, experience training and/or qualifications are a requirement for movement between grades. In the case of this post, the requirements are as follows:

TOP LEVEL – (requirements to achieve the top level – knowledge, skills, experience etc)

- Demonstrable knowledge, understanding and practical application of cremator technician and memorial safety. This can be achieved through successful completion of the ICCM Cremator Technician qualification and either external or in-house memorial safety training.



Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all the skill specific areas over the course of the selection process