

HUNTINGDON TOWN COUNCIL

Job Description

Crematorium and Cemeteries Administrative Assistant (Post Number – HTC)

Job Grade:	SCP Range: 18 – 23
Contracted Hours:	37 hours per week – incl. mee
Contracted Days:	Monday – Friday inclusive
Contract Type:	Full Time – Permanent
Responsible To:	Assistant Crematorium and Cemeteries Manager
Based At:	Crematorium Office
Car User:	Casual User Only
Job Description Date:	June 2022
Politically Restricted Post?	No
Enhanced DBS Check?	No



Main Purpose of Role:

1. To support the Assistant Crematorium and Cemeteries Manager in all aspects of the operation of the Crematorium and Cemetery service.
2. To oversee the conduct, organisation, arrangements and process of all services held in the Crematorium chapel.
3. To act as the first point of contact for mourners, funeral directors and officiants attending the Crematorium.
4. To support the Assistant Crematorium and Cemeteries Manager in all aspects of the burial service as required and directed.

Overall Responsibilities:

The Crematorium and Cemeteries Administrative Assistant is a key role within HTC in both supporting the Crematorium and Cemeteries Officer in processing the services and acting as the first point of contact for attendees to the facility.

Reporting to the Assistant Crematorium and Cemeteries Manager, the postholder will be pivotal in ensuring that the initial public face of the service is professional, caring, knowledgeable and suitable. Critical to this will be ensuring that all attendees in whatever capacity they visit are welcomed, guided and suitably cared for, and that all arrangements are fully in accordance with the wishes of those attendees.

Specific Responsibilities:

1. Support and assist the Crematorium and Cemeteries Officer in all matters relating to the Crematorium and Cemeteries service, provide any necessary information to assist in effective decisions being made.
2. To act as the first point of contact for mourners, funeral directors and officiants attending the Crematorium.
3. To assist and support the clergy and funeral directors with the conduct of services as required and directed.
4. To ensure the chapel, waiting areas, WC's, colonnade and other publicly accessible areas are clean and maintained ready to receive funeral services.
5. To check, tidy and clean, where required, all public areas immediately after any chapel service and prior to the next service.
6. To regularly check all memorial areas internally and within the Crematorium grounds for litter, damage, vandalism and either report or take appropriate action accordingly.
7. To scatter ashes as required and directed in accordance with the wishes of the bereaved.
8. To liaise with the HTC Grounds Maintenance team in ensuring the grounds of the Crematorium and Cemeteries are maintained in accordance with the adopted standards set by the Council.
9. To be fully qualified to use, and conversant with, the operation of all aspects of the cremators installed at HTC.
10. To provide cover for the Chapel Attendants in their absence including carrying out cremations in accordance with legislation, guidance and best practice.
11. To ensure that all legal, statutory and other provisions governing or affecting the running of the services are strictly observed.
12. To keep up to date and informed on legislation and best practice within the industry.
13. To attend Conferences, seminars and training courses (where relevant) staged by the professional bodies associated with the Crematorium and Cemeteries service either alongside or in the absence of the Manager and/or Assistant Manager
14. Be mindful, and aware of the needs and protocols associated with multi faith requirements at a crematorium or cemetery.
15. To process memorial renewal reminders and produce associated invoices, updating the Crematorium database accordingly
16. To deal with client enquiries regarding memorials such as expiry dates, location or damage to memorials
17. To meet with clients to discuss their crematorium memorial requirements, informing and advising of all options.
18. To carry out administrative tasks relating to the processing of memorial orders and memorial agreements including liaising with the memorial manufacturer.
19. To make arrangements for the installation of the memorial.
20. To advise and process applications relating to cemetery memorials, liaising with families, funeral directors and memorial suppliers as and when required.
21. Any other duty commensurate with the grade of the post.

Personnel Management:

1. To ensure principles of equality and diversity are embraced at all times.

Civic and Community:

1. To establish and maintain good working relationships with staff members, voluntary

groups as required, churches and clergy, local hospitals and GP Practices, funeral directors, medical referees, professional bodies and other relevant agencies.

2. To meet with members of the public and other organisations as required to discuss relevant issues, answer questions and respond to complaints or queries, including undertaking guided tours of the facilities.
3. The postholder will often be the first point of contact at the facilities for mourners and other visitors and will therefore carry out an important high-profile ambassadorial role locally and will often be the face of the Council.
4. To attend meetings of outside organisations if required.

General Duties:

1. To deal with visitors to the Crematorium and Cemeteries office, being extremely mindful of the reasons behind the visit.
2. As directed, to answer and deal with telephone calls and emails to the service office in a timely, efficient and courteous manner befitting the nature of the service.
3. To be mindful of and adhere to the Council's compliance at all times to all aspects of Data Protection and the GDPR legislation requirements.
4. To support the Assistant Manager in ensuring full compliance at all times with the Council's adopted Health and Safety and Risk Management policies.

Personal Duties:

1. To have due regard for your own health and safety and that of any colleagues who may be employed and the general public and to bring to the attention of the Council without delay any matters which may be prejudicial to health and safety best practices and policies.
2. To treat any colleagues, Councillors, partners and members of the public with respect and equality

PERSON SPECIFICATION
CREMATORIUM AND CEMETERIES ADMINISTRATIVE ASSISTANT

EXPERIENCE – ESSENTIAL

1. Working within a stressful customer facing role.
2. Working as part of a small team of staff.

EXPERIENCE - DESIRABLE

3. Experience of working within Local Government at the Local Council level.
4. Experience of working within a crematoria or cemetery environment or within the bereavement sector.

KNOWLEDGE – ESSENTIAL

5. Awareness of the “Charter for the Bereaved”.
6. Awareness of the importance of the various Data Protection and GDPR Acts.

SKILLS REQUIRED – ESSENTIAL

7. Excellent communication skills including a good understanding and awareness of emotions at a difficult time.
8. Fully proficient in Microsoft Office and a willingness to undertake the training required to use in house software package.
9. Accurate record keeping and organisational skills along with a developed methodical working ethic.
10. Good skills in following detailed needs and requirements for the bereaved.

QUALIFICATIONS – ESSENTIAL

11. Good standard of general education.
12. Qualified in the Crematorium Training Technician Scheme or a willingness to undertake the training within an agreed timeframe

QUALIFICATIONS – DESIRABLE

13. ICCM Cemetery and Crematorium Management Certificates or a willingness to obtain within an agreed timeframe.
14. First Aid certificate.
15. ECDL or equivalent.

ATTRIBUTES – ESSENTIAL

16. Emotional resilience.
17. High level of empathy toward crematorium and / or cemetery visitors.
18. Good, clear communicator.
19. Good people management.
20. A friendly, approachable, courteous and polite disposition.
21. A smart, professional appearance.
22. Willingness to undertake professional training

ABILITIES – ESSENTIAL

23. Ability to work in a highly emotionally charged environment.
24. Ability to manage and deal with distressed and emotional visitors.
25. Ability to work in a hot and quite noisy environment.