

Job Description

Department:	Corporate Services
Division/Section:	Customer Services / Bereavement Services
Job Title:	Chapel Technician
Post No:	01082
Grade:	6
Reports to:	Bereavement Operations Manager - 013458
Organisation Chart: Show immediate manager and any jobs reporting to this post.	
DBS Check applicable?	Basic <input type="checkbox"/> Standard <input type="checkbox"/> Enhanced <input type="checkbox"/> None <input checked="" type="checkbox"/> X
	Is post exempt under the Rehabilitation of Offenders Act 1974 in respect of declaration of spent convictions? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> X
Line Management responsibility for:	No. of direct reports: 0 No. of indirect reports: 0
Size of budget:	N/A
Job Purpose:	<ul style="list-style-type: none"> To liaise with funeral directors, officiants, families and, where appropriate, organists or musicians to ensure that cremation services are carried out in accordance with the families' instructions (as far as possible) and to the standards set by the Charter for the Bereaved. To provide, on a rota system, reception and office cover on Saturday mornings.

Main Duties and Responsibilities:

Main Duties and Responsibilities- chapel:

- To manage the use of the chapel to ensure that each service is provided to the highest standards, in compliance with the Charter for the Bereaved, and to the time requested.
- To ensure that music has been received and is programmed for the day's funerals by utilising the specialist audio/visual media equipment.
- To meet and greet mourners, officiants and funeral directors to the chapel.
- To advise funeral directors and officiants on local procedures to ensure that services comply with the Charter for the Bereaved standards at all times and to ensure that coffins are handled with respect and in compliance with health and safety guidelines.
- To assist funeral directors by bearing the coffin from the hearse to the catafalque.
- To ensure provision of a welcoming environment for users of the chapel by tidying it between services.
- To assist with the transfer of the coffin from the catafalque to the charging bier.
- To undertake cleaning duties, as directed, to include vacuuming carpets and curtains; cleaning windows and glass doors/display cabinets; cleaning toilets; cleaning floors and walls; sweeping floors, pathways, hardstanding areas (indoors and out); and using chemicals in accordance with COSHH Regulations.
- To maintain the Book of Remembrance Room in a clean and tidy condition, including the toilets, and ensure that the floral tributes are correctly maintained and managed here and in the chapel.
- To strew cremated remains, accompanied (witnessed) by the family on a weekly basis which will include conducting readings or leading mourners in prayer as part of the strewing service.
- To place, on pews, service sheets and attendance cards as required.

Main Duties and Responsibility – Office (as part of a team rota)

- To provide reception and operational assistance to customers
- To provide an enquiry service to telephone and personal callers about the cemeteries and crematorium services.
- To carry out witnessed strewing services, including preparing and conducting services which may incorporate readings, poems and prayers.
- To assist and advise customers on the range of memorials available and complete the application and payment process.

Other related duties

- To be on a standby rota and attend out of hours operations to cover chapel duties, duties and if required, to cover for annual or sick leave, arrange the opening and closing of premises and manning the office on Saturday mornings.
- To attend out of hours operations as required including the Memorial Service, Open Day and Carol Services and, as part of a team rota, to staff the office on Saturday mornings and service the Book of Remembrance Room on Sundays and Bank Holidays.
- To assist with the erection and maintenance of memorials in the Gardens of Remembrance
- To complete the final check of cremation paperwork in accordance with agreed procedures.
- To empty litter bins and remove unauthorised items from the flower beds and strewing areas.
- To assist with horticulture duties within the Gardens of Remembrance.
- To comply with all Health & Safety at work requirements as laid down by the employer.
- To carry out all responsibilities with regard to the Council's Equal Opportunities Policy and Procedures and Customer Care Policy.

Generic Responsibilities:	<p>To carry out all responsibilities with regard to the Council's Equalities Policy and Procedures and Customer Care Policy.</p> <p>To comply with all Health & Safety at work requirements as laid down by the employer.</p> <p>The council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.</p>
Flexibility Clause:	<p>Other duties and responsibilities express and implied which arise from the nature and character of the post within the department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments.</p>
Variation Clause:	<p>This is a description of the job as it is constituted at the date shown. It is the practice of this Authority to periodically examine job descriptions, update them and ensure that they relate to the job performed, or to incorporate any proposed changes. This procedure will be conducted by the appropriate manager in consultation with the postholder.</p> <p>In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible the Head of Service reserves the right to make changes to your job description following consultation.</p>

DATE: 30 August
2023

COMPLETED BY:
Danny Corr

Version: 2	Date Issued:	Review Date: Jan 2023
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Person Specification

JOB TITLE	Chapel Technician	POST NO:	01082
GRADE:	6	DEPARTMENT:	Corporate Services
HOURS:	37		
DIVISION:	Customer Services	DIRECTOR:	Cecilie Booth
DATE:	30 August 2023	COMPLETED BY:	Danny Corr

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
KNOWLEDGE	<ul style="list-style-type: none"> The ability to demonstrate an understanding of good customer care (A/I). Knowledge of Health and Safety legislation, guidelines, COSHH, etc, (A/I). Knowledge of manual handling techniques. (A/I) Knowledge of the Institute of Cemetery and Crematorium Management (ICCM) Charter for the Bereaved. 	<ul style="list-style-type: none"> Knowledge of amenity horticulture. Knowledge of operating audio/visual media systems. Knowledge of crematorium and cremation practices (A/I). Knowledge of codes of practice relating to crematoria (A/I)
SKILLS & ABILITIES	<ul style="list-style-type: none"> The ability to work as part of a team (A/I). Effective written and oral communication skills (A/I). To be able to speak fluent English. (A) Public speaking (A/I). Ability to write a suitable service to be read at strewing of ashes ceremony attending by family members.(A) Persuasive skills. (A) Negotiation skills. (A) Computer and keyboard skills (A). Ability to maintain accurate records (A/I). 	<ul style="list-style-type: none"> The ability to understand and operate a cremator in accordance with the FBCA Code of Practice (A/I).

EXPERIENCE	<ul style="list-style-type: none"> • Experience of dealing with the public and external organisations on the telephone or in person in a professional and sensitive manner (A/I). • Experience of handling cash and receiving payment for goods and services. 	<ul style="list-style-type: none"> • Experience of cleaning a public building to a high standard (A/I). • Experience of working in a crematorium environment (A/I).
QUALIFICATIONS		
PERSONAL CIRCUMSTANCES	<ul style="list-style-type: none"> • Ability to work flexible hours (A/I). • Empathy (A/I) • Personable (A/I) • Understanding of reverence and respect for the nature of the role.(A/I) 	
EQUALITY	Candidates must demonstrate understanding of, acceptance and commitment to the principals underlying equal opportunities. (A & I)	
CUSTOMER CARE	Knowledge and understanding of effective customer care (A & I)	

*[At the end of each criteria the following codes are used to indicate how the criteria will be assessed:
(AI) Application / Interview, (P) Presentation, (W) Written Test.]*