



ADUR & WORTHING  
COUNCILS

Person Specification

<b>Authority</b>	Worthing Borough Council
<b>Directorate</b>	Communities
<b>Section</b>	Bereavement Services
<b>Post Title</b>	Crematorium Technician
<b>Post number</b>	
<b>Accountable to</b>	Senior Crematorium Technician
<b>Management responsibility for</b>	None
<b>Authority to liaise with</b>	<p><b>External</b> Members of the public, Funeral Directors, Ministers and Service Officers</p> <p><b>Internal</b> All staff within the Bereavement Services team and other Council officers</p>

<b>Area</b>	<b>Requirements</b>	
<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
	Must be suitably trained in the technical and ethical procedures and certified as specified in Process Guidance Note 5/2 (12) or any subsequent Guidance that	First aid trained or prepared to complete training.

	<p>may be issued by the relevant Government Department</p> <p>GCSE Maths and English grade C or above(or equivalent qualification).</p>	
<b>Knowledge and experience</b>		
Bereavement specific Customer Service	<p>Working knowledge of the Institute of Cemeteries and Crematorium Management Charter for the Bereaved</p> <p>Experience of helping the bereaved in a kind and respectful manner</p>	<p>Experience of working in bereavement services.</p> <p>Knowledge of cremation legislation.</p>
Legislation	<p>Practical understanding of cremation legislation.</p> <p>Practical understanding of General Data Protection Regulation (GDPR)</p> <p>Practical understanding of service specific health and safety legislation.</p> <p>Practical understanding of DEFRA Statutory Guidance for Crematoria</p>	
<b>Skills</b>		
Communication/relationship	<p>Staff must act and speak in a manner that recognises the sensitivity of bereavement, both during and outside working hours, and should not accept gratuities.</p> <p><b>External</b> Members of the public, Funeral Directors, Ministers</p>	<p>An understanding of the various religious and cultural needs associated with cremation and burials.</p>

	<p>and Service Officiants</p> <p><b>Internal</b> All staff within the Bereavement Services team and other Council officers</p>	
Analytical/judgmental	<p>Excellent attention to detail</p> <p>Ability to accurately interpret and carry out instructions</p> <p>Must take ownership of any problems until resolved.</p> <p>Capable of handling coffins and using equipment associated with the cremation procedure.</p>	Able to accurately locate plot positions using maps or plans
Planning/organisational	<p>Having a methodical approach to work.</p> <p>The ability to adapt and change plans as the requirement of the situation changes</p> <p>Able to work effectively as part of a team.</p> <p>The ability to plan and organise oneself in order to deliver work and prevent future problems</p>	
IT	<p>Knowledge and experience of Google suite</p> <p>Ability to learn and use new software packages</p>	
<b>Abilities</b>		
Physical	Good level of fitness to be	

	<p>able to handle coffins, directing cars and preparing ground for interments.</p> <p>To be accessible, visible and to be smart and presentable in appearance at all times whilst on Chapel duties and when in the Cemetery Grounds.</p>	
Mental	<p>Be self-motivated and work as part of a committed team to meet deadlines and adapt to varying demands and pressures</p>	
Emotional	<p>The ability to deal with services without becoming emotionally involved but still be sympathetic and caring to the needs of the bereaved</p> <p>Commitment to providing high standards of customer care</p>	
Working conditions / style	<p>Providing cover for car parks as and when required</p> <p>Must be prepared to lone work and to work on a rota basis and to work outside of normal working hours including evenings and some weekends and provide cover for holidays and sickness</p> <p>Able to ensure adequate cover for their roles</p>	