

# Job specification



**Job title:** Crematorium Technician  
**Service:** Bereavement Services  
**Grade:** G5  
**Reporting to:** Bereavement Services Team Leader

## Your job

Bereavement Services provide burial and cremation services across the Borough cemeteries. Your new job will be to carry out a full range of duties to effectively deliver crematorium based operations including, cremation, interment & scattering of ashes, day to day liaison with stakeholders, administration of documents, operational upkeep, maintenance and reporting of plant & equipment and the delivery of the grounds maintenance service in accordance with instructions and agreed procedures.

The Council is committed to complying with the European General Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection Regulations.

## In this job you will

On an ongoing basis you will:

- Be accountable for the preparation and presentation for cremations, disposals and associated memorialisation options in line with policy and procedures by using appropriate plant and equipment.
- Take pride in all you do to present all cremation facilities and cemetery grounds to a high standard including cremators, crematorium chapel, grass cutting, hedge cutting, weed killing, planting, bin emptying, litter/leaf collection, memorial management and site security.
- Be empowered to carry out maintenance to achieve the expected performance & presentation in all facilities associated with cremation, disposal of the deceased and the memorial offer.
- Be accountable for compliance with all relevant legislation and with local rules and regulations.
- Assist the Bereavement Services Supervisor in planning new memorialisation, locating graves and cremated remains and memorials by using plans and electronic information and to manage memorial and floral tributes.
- Promote memorial sales and support the achievement of service income targets.
- Carry out all duties with dignity and sensitivity to families dealing with bereavement.
- Be courageous in the enforcement of memorial rules and regulations and be open to new ways of working.
- Be accountable to undertake site inspection including headstones management, record results and report defects or any health & safety issues.
- Be available to cover for other colleagues in the service including cemetery and office duties

- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

## In this job you will need

You must be able to demonstrate the following essential requirements:-

- Hold a current certificate for the ICCM - Crematorium Technicians Training Scheme.
- Have demonstrable experience of working within a crematorium or grounds maintenance service.
- Hold a Full Driving Licence including category “B” towing of trailers.
- Ability to work unsupervised and on own initiative and as part of a team.
- Ability to work flexible to meet the demands of the service.
- Ability to deal sympathetically with cemetery visitors and the families of the bereaved
- Ability to use provided cremators and ancillary equipment within daily duties.
- Support Health & Safety by following risk assessments, procedures and policy.

## Our culture

For us, it’s not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **Team Wigan** behaviours.

**Be Positive... take pride in all that you do**

**Be Accountable... be responsible for making things better**

**Be Courageous... be open to doing things differently**

**Be Kind... be helpful, generous and thoughtful towards yourself and others**

**#TeamWiganDeal**

## Together we will

Deliver Deal 2030, working alongside our communities to make Wigan Borough an amazing and inclusive place to live and work, building a better future.

### We will



Genuinely care for you and your wellbeing.



Champion a culture that inspires you to thrive.



Listen and engage with you to bring your ideas to life.



Celebrate your contribution and support you to reach your goals and aspirations.

### I will



Look after my wellbeing and be kind to myself and others.



Work with others across #TeamWigan to be courageous, innovative and embrace technology.



Share my ideas and be accountable for making things happen.



Own my development and let my passion and positivity shine through.