



# Role Profile

## CREMATORIUM TECHNICIAN

Reference No.	MM615	Type	Individual
Service	Property Services		
Job Family	Technical 5	Grade	FC5

### Purpose

Reporting to the Lead Officer you will assist in the delivery of the Council's Crematoria operations.

Specifically, you will provide a comprehensive front and rear of house crematorium funeral service on a rotational basis in accordance with defined Service Standards, procedures and Health & Safety regulations at Dunfermline and Kirkcaldy Crematoria.

**Task or Responsibility** - For this role, there is an expectation that all, or a combination, of the following will be undertaken:

Work in a team, on a day to day basis to provide a customer focused and respectful chapel service and cremation service.

**Person Specification: Skills, Knowledge, Qualifications or Experience** - Criteria can apply to more than one task or responsibility

**E**    **D**

Certificate of Proficiency in the Practical and Ethical Operation of Cremation Equipment, awarded by Federation of Burial and Cremation Authorities (Training and Examination Scheme for Crematorium Technicians)

✓

Have knowledge of and experience working to:

- Burial and Cremations Scotland Act 2016
- Cremations (Scotland) Regulations 2019
- Fife Council cremation process

✓  
✓  
✓

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	<p>Customer service experience, preferably gained in a crematoria environment or related field</p> <ul style="list-style-type: none"> <li>▪ Deal with general enquiries from members of the public or congregations</li> <li>▪ Communicating with other interested parties, e.g. Funeral Directors, Officiants, Organists, etc.</li> </ul> <p>Manage workload priorities (Deliver results – See ‘How We Works Matters’ Framework)</p> <p>Team working skills (Work together)</p> <p>Experience of building good working relationships</p> <p>Undertake instructions and training of Trainee and Relief Crematorium Technicians at minimum 3 monthly intervals to meet the national recognised training standards of the Federation of Burial and Cremation Authorities or Institute of Cemetery and Crematorium Management.</p> <p>Conduct visitations to the Crematorium for groups and clients from Hospices, Care Homes, religious groups, general public etc.</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>
Direct and support chapel services	Prepare for each funeral service as per instruction sheet, should instruction change adapt quickly and	✓	

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	<p>within reason to ensure smooth running of the funeral service</p> <p>Greet bereaved families and direct seating arrangements for each funeral service</p> <p>Complete required identification checks before the coffin enters the crematorium</p> <p>Assist funeral directors/family as necessary by accompanying the coffin and flowers to the catafalque</p> <p>Oversee the funeral service, providing assistance to members of the congregation and officiator, if required</p> <p>Ensure organist/music/other arrangements are followed in accordance with instruction</p> <p>Co-ordinate the committal process with the funeral sermon.</p> <p>Escort the family and mourners from the chapel</p> <p>Ensure chapel is returned to a neat orderly state after each service; align hymn books and remove personalised hymn sheets, where applicable</p>	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>	

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Conduct Cremation Process	<p>Complete cremation in strict accordance with Fife Council Cremation Process:</p> <ul style="list-style-type: none"> <li>▪ Remove coffin from catafalque</li> <li>▪ Confirm details on coffin match carded information of deceased person before commencing cremation process.</li> <li>▪ Charge coffin in accordance with industry and health and safety guidelines. Prepare and alter cremation set ups/condition where a difficult or variation to normal cremation is to be performed e.g. under or oversized coffin, under or overweight coffins, cancerous bodies etc, to match requirements.</li> <li>▪ Input details of deceased person to computer at commencement of cremation and obtain print-out of cremation data/emissions on completion, check and sign</li> <li>▪ Monitor cremation process and where considered appropriate operate manual override facilities to alter cremator conditions during cremation process to ensure cremation is conducted efficiently and without risk of combustion and damage to equipment, system or environmental infringements e.g. illegal emission etc.</li> <li>▪ Remove calcinated remains from cremator and conclude cremulation process, ensuring ash remains are packed for uplift or dispersal in accordance with specified instructions.</li> </ul>	✓ ✓  ✓  ✓  ✓	

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	<ul style="list-style-type: none"> <li>▪ Maintain records of retention and disposal of remains, receiving signatures of deceased representative or Funeral Director for removal of same.</li>   <li>Liaise with technical support contractor to ensure the efficient running of the cremators.</li>   <li>Report immediately any mechanical or emissions issues to management.</li>   <li>Place or assist with placing floral tributes to the designated area.</li>   <li>Oversee where members of family or faith are attending the charging of the deceased person.</li>   <li>Carry out formal dispersal of cremated remains with mourners in attendance if requested.</li> </ul>	✓          ✓	          ✓          ✓
Maintain Cremators and equipment to optimise effective and efficient running of operations.	<ul style="list-style-type: none"> <li>Carry out daily preparation and start up duties for equipment and end of day duties for close down.</li>   <li>Carry out maintenance procedures at prescribed intervals e.g., daily/weekly/monthly etc to ensure that the cremators are properly serviced including cleaning filters, seals, glasses, probes, plugs, checking operation of pumps, lights, valves, fans, pens. (The cremators, along with the ancillary equipment, carry a value of</li> </ul>	✓  ✓	

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	<p>around £200,000 each within the sites at Kirkcaldy and Dunfermline housing three and two cremators respectively).</p> <p>Identify problems and faults with cremators and ancillary equipment. Consult Manager on nature and likely cause of fault. Contribute to evaluation on whether work could be performed in house or by external contractor. If contractor prepare report for Engineer.</p> <p>Undertake range of repairs (e.g. minor repairs – adjusting door seals to ensure adequate furnace pressure, strip down, clean and repair waste pumps as required) and other authorised works including e.g. renewal of gas coolers, diaphragm pumps, oxygen cells, analytical panels (microcomputer panels valued at £20,000).</p>	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>	
<p>Responsible for ensuring the building(s) are maintained to a high standard and comply with current health and safety regulations on a day to day basis</p>	<p>Use appropriate PPE</p> <p>Carry out building, systems and equipment compliance checks. Record and report to ensure building records meet current health and safety regulation requirements.</p> <p>Carry out building and other cleaning works to ensure that the Crematorium is presented and maintained to defined standards.</p>	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>	<p style="text-align: center;">✓</p>

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	<p>Carry out minor maintenance tasks such as replacement of light bulbs, watering of plants and floral displays.</p> <p>Lay out floral tributes in holding area at crematorium and dispose of these in chronological fashion, ensuring withered displays are avoided.</p> <p>Working knowledge of Health and Safety (take ownership)</p> <p>Coordinate emergency evacuation of premises if required e.g. fire evacuation.</p>	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>	<p style="text-align: center;">✓</p>
<p>Ensuring compliance with appropriate statutory, regulatory, Health and Safety legislation and service standards</p>	<p>Assist Environmental Services, SEPA and other bodies and agencies performing environmental and system testing of equipment either as planned visit or as follow up to a complaint.</p> <p>Assist internal and external Auditors undertaking audits of Service quality system.</p>		<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>
<p>Create, maintain and support retention of services records</p>	<p>Ensure all documentation and reports are updated and filed in accordance with defined standards.</p> <p>Assist with general office duties, providing basic cover for the clerical staff during holiday periods and weekends e.g. booking cremations and burials, logging details on computer database, etc. Knowledge of</p>		<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>

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	<p>computer packages and databases (Embrace technology and information).</p> <p>In the absence of authorised officer act as contact and direct stores deliveries, visiting contractors, etc.</p> <p>Maintain stores and stock control records of equipment spares and ancillaries within the Crematorium (stock value of £6000).</p>		<p>✓</p> <p>✓</p> <p>✓</p>

Undertaking all other duties as required for the role. Duties will be in line with the grade.

**Additional tasks or responsibilities** – this is a generic role, however this particular job may also require you to undertake the following:

### Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required

Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	PVG Children <input type="checkbox"/>	PVG Protected Adults <input type="checkbox"/>	PVG Both <input type="checkbox"/>	None <input checked="" type="checkbox"/>
	Basic Disclosure <input type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

E = Essential Criteria    D = Desirable Criteria



## Role Profile

**Additional Information** – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

**Expected Behaviours** – It is essential that you display the following behaviours as they are expected of all our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results