
GENERAL CEMETERY COMPANY

Kensal Green Cemetery · West London Crematorium
Harrow Road, London, W10 4RA
enquiries@kensalgreencemetery.com · 020 8969 0152

JOB TITLE: Cemetery and Crematorium Operative

LOCATION: Kensal Green Cemetery & West London Crematorium, Harrow Road, London, W10 4RA

APPLICATION: Send a recent CV and a covering letter that demonstrates how you meet the Person Specification for the job to: kelly.farrington@kensalgreencemetery.com
Closing Date for applications: Monday 23rd July 2018 at 11.59pm

REPORTS TO: Foreperson

LIASON WITH: Members of the public, particularly the bereaved, Funeral Directors, Officiants, suppliers and other staff

Job Purpose

The General Cemetery Company owns and runs Kensal Green Cemetery and West London Crematorium. The post holder will prepare grave space for burial and attend funerals in the cemetery.

The post holder will cremate coffins and attend funerals at the Crematorium.

The post holder will also be required to assist mourners, visitors and Funeral Directors to ensure their needs are met and wishes respected and accommodated.

The post holder will maintain the grounds of both the Cemetery and Crematorium Garden of Remembrance to a high standard.

Specific Duties and Responsibilities

- Prepare graves and ashes plots for burial in accordance with COTS (Cemetery Operatives Training Scheme) principles including: -
 - Planning excavations including position of soilbox if necessary
 - Using maps to locate position of specific graves
 - Use of equipment as available to identify underground pipework / cables
 - Risk assessing surroundings (including nearby memorials)
 - Safe removal of existing memorials to facilitate excavation
 - Using digging equipment to excavate the grave space (or hand digging if necessary)
 - Using shoring equipment at all times in order to prevent grave collapse and ensure safety of self and other operatives
 - Ensuring graves are covered and segregated to avoid risk to visitors or staff
 - Strimming / Mowing the surrounding area
 - Laying of astro-turf to create a presentable platform for mourners
 - Strewing of flower petals at the bottom of the grave
- Attend burial services to ensure the needs of attendees (including Funeral Directors) are met including: -
 - Checking of paperwork at the graveside before a burial takes place
 - Assisting mourners with access to the Cemetery, assisting with mourners parking

- vehicles
 - Escorting funeral corteges to the graveside
 - Backfilling the grave or assisting family members with backfilling in accordance with Health and Safety Policy and Guidance
 - Placing of floral tributes on the filled grave
- Safe removal, replacement and levelling of memorials
- Topping up graves
- Planting, cleaning memorials and tidying graves
- Operating a Cremator in line with Facultatieve Technologies guidance and relevant risk assessments including: -
 - Charging the cremator with a coffin using a mechanical bier
 - Operating and monitoring the cremation
 - Raking down a cremator
 - Safe removal of cremated remains from the cremator
- Using a cremulator in accordance with the manufacturer's instructions and relevant risk assessment
- Preparing ashes for collection ensuring that they are correctly labelled, and the ashes instructions are followed
- Clean and maintain the Committal Room, Crematory and equipment for cremation, cremulation and abatement
- Assisting the Funeral Directors in bearing coffins
- Administrative Procedures including: -
 - Checking of coffin nameplates against cremation / burial papers
 - Ensuring the integrity of cremated remains by use of agreed procedures for labelling of machinery with cremation papers
 - Recording of abnormal readings from cremations (e.g. pressurised coffins, smoke from stack)
 - Keying of data into computerised system
 - Recording requested data about a burial (e.g. position and depth of coffin / urn)
- Acting as Chapel Attendant, greeting funeral corteges and ensuring that mourners' needs are met during cremation services
- Operation of music system for crematorium chapels
- Grounds Maintenance including:
 - Strimming
 - Leaf or grass blowing
 - Mowing
 - Hedge Trimming
 - Emptying Bins
 - Litter picking / removal of cellophane / cards / balloons etc
 - Cleaning / Sweeping
 - Planting
 - Weeding
 - Dead heading / pruning
 - Watering / using a hose
 - Edging
 - Fencing
 - Using Weedkiller / Pesticides
 - Repairing paths / paving etc
 - Removing branches / suckers
 - Laying turf
 - Other general gardening duties
- Assisting the Maintenance Operative / Foreperson to complete repairs / maintenance
- Preparing Gardens of Remembrance ashes plots (rose bushes, rose trees, headstone plots etc)

and facilitating witnessed and unwitnessed interments (and backfilling and making good)

- Project work as directed by the Foreperson e.g. Clearing overgrown or unsightly areas
- Assisting with organised / volunteer groups clearing graves or overgrown areas
- 'Acting-up' for the Foreperson (when requested) when he/she is absent from work for longer periods
- The post holder must at all times maintain respect for all visitors (including partner organisations e.g. Stone Masons / Funeral Directors) and do all that is practicable to meet their needs
- All duties must comply with Health and Safety Legislation, Cremation and Burial Law and General Cemetery Company Health and Safety Policy and associated risk assessments
- To be responsible for all equipment, protective clothing and supplies issued
- To observe appropriate Health and Safety guidance in respect of using machinery and wearing protective clothing
- To deliver all duties with respect to the General Cemetery Company's Equal Opportunities Policy
- To comply with a dress code or wear a uniform and/or name badge as necessary
- To train and act as a First Aider as necessary
- Willingness to undergo training
- The post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post

This job description is not an exhaustive list but contains the main duties and tasks of the job

The post holder agrees that this job description is an accurate reflection of the purpose and main duties of the job:

Post holder's Full Name: _____

Signed: _____ Date: _____

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Person Specification

JOB TITLE: Cemetery and Crematorium Operative

SALARY: £24,000 - £26,000*
 week

HOURS: Full Time 35hrs per

* £24,000 on appointment unless both CTTS and COTS are held
 £25,000 once both CTTS and COTS are held
 £26,000 once both COTS and CTTS are held after one year's experience with both qualifications

Attributes	Essential	Desirable
Qualifications	Full Driving Licence valid for driving on roads in the UK Intermediate Certificate of Proficiency (ICCM) - Crematorium Technicians and Training Scheme (including Babies upgrade) Cemetery Operatives Training Scheme certificate (COTS) NB Applicants will be expected to hold at least one of the above and will be supported to train for the other while in post It is expected that successful applicants would be fully qualified (both qualifications) within 1 year	
Skills & Attributes	<ul style="list-style-type: none"> • Ability to follow Health and Safety guidance and instruction with regard to safe digging, shoring and presentation of graves • Able to comply with burial legislation and General Cemetery Company health and safety guidance / risk assessments pertaining to burial • Ability to operate cremation and abatement machinery to manufacturers guidelines • Knowledge of Health and Safety procedures involved in cremator operation • Able to comply with cremation legislation and General Cemetery Company health and safety guidance / risk assessments pertaining to cremation • Able to understand the workings of the Crematory, and be able to communicate problems to the office staff and suppliers • Able to follow the wishes of the applicant regarding ashes • Literacy and Numeracy in order to use grave maps, input cremation details, operate cremation software and respond to onscreen instructions/warnings • Dexterity and physical fitness to carry out strenuous and repetitive 	

	<p>tasks</p> <ul style="list-style-type: none"> • Awareness of proper manual handling techniques • Able to use a funeral services music system (such as Obitus or Wesley), advising families/officiants and Funeral Directors • Able to help to resolve unexpected problem in a calm, logical, legal and safe manner • Good verbal communication and ability to listen and respond well to instruction • Able to communicate well with visitors who maybe distressed in a sensitive manner • Able to work alone with minimum supervision and as part of a team • Self-motivate, self-evaluate and show initiative • Professional passion and pride • Able to demonstrate an understanding of why diversity and equality are important in employment and service delivery 	
<p>Personal Qualities</p>	<ul style="list-style-type: none"> • Presentable appearance (uniform will be provided) • Motivated and positive • Excellent Time Keeping • Sensitivity to the needs of the bereaved • Polite, kind, honest and courteous 	