
GENERAL CEMETERY COMPANY

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

Chapel Attendant / Administrator

Contract type: Full time, 35 hours per week - permanent

Salary: £28,000

Kensal Green Cemetery is a 72 acre site that is still open for burial (although grave space is extremely limited). The site opened in 1833 and is one of London's Magnificent Seven Cemeteries. It houses many elaborate and beautiful memorials. West London Crematorium, built in 1939, is situated within the Cemetery grounds and delivers services to people of all faiths. The Crematorium hosts approximately 1000 cremation services per annum

The General Cemetery Company is looking for a Chapel Attendant / Administrator to join a friendly team at Kensal Green Cemetery and West London Crematorium and is looking for a dedicated, enthusiastic, self-motivated person with :

Excellent organisational skills
Strong communication and interpersonal skills
Excellent customer care skills
Working knowledge of ICT systems

Honesty and integrity are vitally important attributes for this role.

The successful candidate will be used to working independently but within a team environment. Work experience within a cemetery and / or crematorium desirable but not essential.

A full driving licence is essential.

We offer a generous holiday entitlement of 30 days in addition to bank holidays.

To apply, please submit an email with CV and supporting statement, addressing the person specification, to Barbara Figueroa, Deputy Manager at Barbara.Figueroa@kensalgreencemetery.com

Closing date for applications: Sunday 24 March 2024

Expectation for interviews to take place week commencing Monday 8 April 2024.

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Job description

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Job title:	Chapel Attendant / Administrator
Location:	Kensal Green Cemetery and West London Crematorium, Harrow Road, London, W10 4RA
Reports to:	Deputy Manager
Liaison with:	Members of the public, particularly the bereaved, funeral directors and their staff, medical referees, cemetery and crematorium staff, contractors and suppliers.

Overall objective of job

To provide a high delivery of care, respect and understanding to all service users. This member of staff will be the first point of contact for mourners, funeral directors and officiants attending the crematorium and cemetery. They will ensure all procedures are correctly followed in line with legislation and company policy. To provide a high-quality administrative function to the cemetery and crematorium, liaising with customers, funeral directors, memorial masons and other functional contacts in a professional manner (when the booking diary allows).

Summary of main duties

- To receive funeral corteges arriving at the crematorium, welcoming them to the chapel(s), liaising with funeral directors, officiants and the bereaved, to ensure services are carried out within agreed timescales, in a dignified manner to meet the standards of the Charter for the Bereaved.
- Preparing for and playing of music requests at services in the chapel(s) and ensuring that requests are complied with (e.g. display of appropriate religious symbols or removal of them, mode of committal etc).
- Ensure all paperwork received from the office corresponds to information obtained from funeral directors e.g name plate on coffins and Obitus bookings.
- To ensure floral tribute cards are displayed correctly each morning and dispose of flowers.
- Ensure safe transfer of coffin from the catafalque to crematorium technician.
- To check, tidy and clean all WCs regularly throughout the day, replenishing items as necessary. To ensure the chapels, music room, atrium and waiting areas are clean and tidy after any chapel service.
- To meet and escort funeral corteges at the cemetery gates, accompanying them to graveside, liaising with funeral directors to ensure the burial takes place in accordance with families' wishes and with regard to burial legislation.

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- Respond as necessary to issues that arise (e.g. late arrival of funerals, large attendance of mourners etc), working closely with funeral directors, officiants and other burial / crematorium staff, keeping families informed as necessary.
- Carrying out the applicants wishes regarding ashes following the General Cemetery Company's procedures, including the scattering / interring of ashes with families.
- To respond to customers' enquiries, offering advice and information.
- To meet families wishing to view the crematorium or view memorial options available.
- Undertaking all duties and interactions with employees, partner providers and customers fairly, without unlawful discrimination and with due regard to the General Cemetery Company's Diversity and Equality in Employment and Service Delivery Policies.
- Carry out any other duties commensurate with the level of the post, as directed by your line manager or the General Manager & Registrar.
- Undertaking all relevant and compulsory training.
- To drive company vehicles when necessary to be able to respond to customer needs in a timely manner and to travel efficiently across the site.

This Job Description is not an exhaustive list but contains the main duties and tasks of the job.

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Person Specification

Job title: Chapel Attendant / Administrator

Salary: £28,000.00

Hours: Full time, 35 hours per week

Application: Send a recent CV and a covering letter that demonstrates how you meet the Person Specification for the job to: Barbara.Figueroa@kensalgreencemetery.com
Closing date for applications: Sunday 24 March 2024

Person Specification Criteria	Essential / Desirable	Method of Assessment CV = CV I = Interview T = Test
Experience		
Experience of dealing with a wide range of people in a customer facing role	E	CV / I
Experience of working in the bereavement industry	D	CV / I
Experience of prioritising workloads and taking appropriate action in an emergency situation	D	CV / I
Abilities		
Ability to work with bereaved people and an understanding of their specific needs	E	CV / I
ICT skills including maintenance of spreadsheets, MS Word, data entry systems etc.	E	I / T
Excellent communication skills	E	I
Ability to ensure the smooth running of cremation and burial ceremonies	E	I
Ability to interpret and follow legal processes to ensure compliance with statutory legislation	E	I
Ability to solve problems in high pressure situations	E	I
Highly numerate and literate with good written and spoken English	E	CV / I
Able to work quickly and efficiently to deadlines	E	I
Accurate, with a good eye for detail	E	I
Full driving licence	E	C / I

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Personal Qualities		
Flexible approach to the working day due to the diary bookings	E	I
Honesty and integrity	E	I
Resilience and resourcefulness	E	I
Friendly, polite, courteous and able to demonstrate sympathy and empathy towards the bereaved	E	I
Commitment to equal opportunities	E	I
Willingness to be a key holder	E	I
Willingness to undergo training	E	I
Willingness to wear a uniform and / or comply with a dress code and wear a name badge	E	I