



**Job title:** Cremation Services Operative (CSO)

**Reporting to:** Managed by the Woking Site Manager and supervised on a day-to-day basis by the Cremation services Supervisor

**Location:** Woking Crematorium, Woking, Surrey

### **Purpose**

To competently carry out duties in relation to Crematory, Chapel, Witnessed Dispersals and Car Park duties.

### **Responsibilities**

#### Cremation Duties

- To operate the process of cremation with due consideration to all aspects including: liaison with other departments, attention to administration procedures, packing and transferral / dispersal of cremated remains, cleaning cremators, emission monitoring and other associated work.
- To ensure that at all times the crematory is maintained as a clean and workable environment, ensuring that the cremation process does not constitute a hazard or injury to any party.
- In association with the Crematorium manager to liaise with the company's customers and public in order to aid their understanding of the cremation process.
- To act in a dignified and respectful manner, acknowledging the considerable responsibility and trust which is placed in them, by the bereaved, and act appropriately at all times. A uniform will be provided and employees are expected to maintain a high standard of dress and appearance at all times.

#### Chapel and Witness Dispersal Duties

- To fully prepare the chapel for each service including removing and replacing orders of service; checking microphones and the music system are in working order; checking that the correct music has been loaded; Hoover, dust and polish; put out and keep tidy the hymn books and cushions; pick litter; remove and replace religious symbols as required; ensure the daily schedule is placed on the lectern; displaying the correct name card outside for each service
- To pay due attention to the different forms of service in line with the daily instruction cremation sheets as issued by the office
- To liaise with other departments, mourners, clergy and funeral directors displaying due respect and compassion to the nature of the business
- To escort mourners in and out of the chapel, dealing with enquiries as necessary and assisting during the service if requested

- To ensure the Chapel of Remembrance and the Shrine of Remembrance are cleaned and maintained daily and there are no potential hazards that could cause injury
- To ensure an efficient turnaround of cleaning vases so that they are always readily available for the public to use
- To ensure every weekday morning a litter patrol is carried out to ensure the excellent presentation of the Crematorium
- To deal with lost property items in accordance with the lost property procedure
- To assist the general public at witness dispersals
- To participate in the ROTA for non-witness dispersals of cremated remains

#### Car Park Duties

- To control the smooth and efficient operation of the car park, directing funeral corteges, members of the public and other visitors to the Crematorium as necessary, avoiding congestion and other problems.
- To monitor the car park taking a note of any unauthorised vehicles that are parked for long periods and reporting these to the Site Manager.

#### Health and Safety

- To be fully conversant with the company's Health and Safety policy, ensuring compliance at all times.
- To know and follow the Health & Safety at Work Act, the Environmental Health Act and to work within the guidelines of the F.B.C.A Code of Practice.

**The above is not an exhaustive list, and the job holder will be required to carry out other reasonable duties as and when required.**

#### **Required Key Skills & Competencies**

Excellent task management skills. Whilst he/she operates generally under the guidance of the Site Manager and Supervisor, there is an expectation of demonstrating initiative in all aspects of the role and he/she is expected to independently manage tasks within their department.

Personal organisation and the effective use of time.

The confidence and ability to read out loud in front of an audience. Verbal communication must be clear, professional and articulate.

Pro-actively seeks to obtain the information he/she requires to do the job. Passes on accurate and timely information including reporting necessary repairs or requests for tools and/or equipment.

Develop good relations with all employees and users of the site.

Positive and proactive, with the ability to be flexible.

Work in a team of CSOs, helping each other out and supporting each other. Participate in the ROTA for the crematory and chapel as needed to ensure cover is maintained at all times and extra hours are covered in line with business needs.

Passionate about providing a high level of service to ensure the Crematorium, Chapel and grounds look immaculate.

Anticipate and respond to the needs of the Company and its customers, looking for and using opportunities to exceed customer expectations and ensures consistent quality in all their dealings

with employees and customers. To give due consideration to the nature of the business at all times and to act in a compassionate, professional, efficient and helpful manner.

To comply with any reasonable instructions issued by the Site Manager and Supervisor.

To be committed to their own continuous professional development by taking ownership of their own Training and Development and to partake in any training deemed necessary by the Company.

Know and follow the Health & Safety at work Act, the Environmental Health Act and to work within the guidelines of the FBCA Code of Practice.