

Bereavement Services Operative

GRADE 6 – 7

Bereavement Services is part of the Directorate of Environment and provides the full range of crematoria and cemetery services for members of the public in Kirklees.

The role of Bereavement Services Operative within Bereavement is about ensuring funerals take place in a dignified and timely manner. Working within a team you will be front facing carrying out a range of tasks including grave digging, grounds maintenance/repair and duties associated with cremation in a safe, sensitive and efficient manner.

You will ensure the needs of customers are met and that the cemeteries, crematoria grounds and associated buildings are operated and maintained to a high standard. You will need to be sensitive, polite and courteous at all times. To progress to grade 7 postholders will be expected to have a depth of knowledge and to attain the CTTS (The Crematorium Technicians Training Scheme) qualification or similar

This role is based within the directorate of Environment & Climate Change. Click here to find out more [*](#)

The Job

You will be responsible for performing cremations in accordance with the Code of Cremation Practice and Statutory Regulations. You will also be required to perform Chapel Attendant duties, meeting funeral directors, greeting mourners and ensuring services run smoothly in a dignified, orderly and caring manner.

You will excavate and prepare graves for burial, cremated remains plots and build grave vaults when required. This will involve adhering to the guidelines as defined in the Cemetery Operatives Training Scheme (COTS).

You will be required to drive vehicles including earth moving equipment, vehicles with trailers and dumpers. You will also be responsible for carrying out vehicle checks, transporting materials, equipment and personnel as necessary and completing associated paperwork.

To ensure the upkeep of the cemetery and crematoria grounds you will carry out basic repairs and maintenance of premises and grounds, including work required on walls, fences, gates, seats, signs, paths and drives.

You may be involved in preparing new landscape features in cemeteries, including new memorial areas for cremated remains and bedding/shrubbery features.

You will undertake a Memorial Inspection Programme, reporting any damaged or unstable memorials.

You will be responsible for keeping the cemetery and crematoria grounds clean and tidy at all times. After a funeral you will place floral tributes carefully as appropriate and ensure all areas are free of debris and litter, bins are emptied, and any graffiti is removed. This also includes the removal of spent floral tributes.

Job Checklist

- Ensure all graves subject to maintenance agreements and the grave maintenance programme is maintained in accordance with specified standards
 - Place floral tributes carefully as appropriate and ensure all areas are free of debris and litter, bins are emptied, and any graffiti is removed
 - Topping up and seeding sunken graves as required
 - Performing cremations in accordance with the Code of Cremation Practice and Statutory Regulations, training will be given
 - Excavate and prepare graves for burial, cremated remains plots and build grave vaults in accordance with Cemetery Operatives Training Scheme (COTS), training will be given
 - Drive vehicles including earth moving equipment, vehicles with trailers and dumpers. Appropriate training will be given
 - Report any grounds or buildings maintenance requirements
 - Undertake remedial works as directed and perform a range of horticultural duties which might include, planting, basic pruning, turfing, seeding and small-scale landscaping
 - Be sympathetic, dignified and caring at all times
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- Please click here to see your responsibilities related to safeguarding [●](#)

The Person

We need our employees to be driven to achieve the best, to be hard working, respectful and thoughtful to each other and our customers and to be creative, wherever they work.

You will be physically fit and able to work in all weather conditions.

You will be responsible for performing cremations in accordance with the Code of Cremation Practice and Statutory Regulations.

You will be able to drive and carry out vehicle checks for vehicles with trailers and dumpers and earth moving equipment.

You will complete training to operate a JCB and complete the Cemetery Operative Training Scheme to enable you to excavate and prepare graves for burial, cremated remains plots and to build grave vaults in accordance with the guidelines as defined in COTS.

You will have literacy and numeracy skills required to develop your knowledge and skills to perform the duties of the job, including complete appropriate training, record and check burial documentation, record information for administrative purposes, measure grave dimensions, map reading for grave location and completing daily worksheets and timesheets.

You will have excellent standards of customer care and always be respectful to members of the public, internal and external customers including meeting funeral directors and mourners, you will ensure services run smoothly in a dignified, orderly and caring manner.

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

This role is at level 1. [Click here to find out more](#)

Person Checklist

Grade 6

- Ability to achieve the COTS (Cemetery Operative Training Scheme) qualification.
- You must hold a full and valid driving licence and be willing to undertake and pass a Kirklees Council driving test.
- Ability to operate machinery eg horticultural equipment, JCB or other plant
- Literacy and Numeracy skills in order to complete documentation, undertake training record keep and check documentation.
- Previous experience in manual work eg. grounds maintenance, manual skills, basic building maintenance skills.
- Recognises when others need help or when work needs to be done and offers support.
- You will be physically fit and able to work in all weather conditions.
- Treats all customers with respect by listening to them, meets their needs and provides help and advice.
- Adapts ways of working as agreed and to time, seeking support if necessary.

Grade 7

To progress to Grade 7: Jobholders would be expected to have the above knowledge and to attain the CTTS enable them to carry out the full range of duties of a Bereavement Services Operative, including Cremations. This requires practical and procedural knowledge across a specialist area with a thorough knowledge of the Code of Cremation Practice, the Environmental Protection Act 1990, cremator operation, bereavement services law and the ability to compile cremation log books and computerised cremation records. Jobholders will operate and as necessary, manually over-ride, computer control systems on the cremator, monitor the Air Quality Monitoring System and operate the Cremulator and Ash Extractor in accordance with health and safety and bereavement services legislation and guidelines.

This Job Profile is intended to provide an understanding and appreciation of the responsibilities of this particular job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience and grade of this job.

For Recruitment Purposes: In order to be considered for this role you will need to demonstrate how you meet the criteria on the person checklist.