

Job Title	Range	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Bereavement Service Officer (Cemeteries) Post No: 8821	Range 3	<p>See Job Profile for full duties. Main duties include:</p> <p>Assisting with the day-to-day operation of Medway Cemeteries including correctly identifying, locating and marking graves, ensuring they are dug to correct dimensions and prepared to meet service standards.</p> <p>Ensure memorials are correctly installed with correct grave references, liaising with masons and undertaking safety inspections.</p>	Activities: <ul style="list-style-type: none"> Correctly identify, locate and mark graves to ensure they meet the correct standards Ensure that memorials are correctly located and installed with accurate grave references, with experience of liaising with masons and funeral directors with regard to memorial management ensuring legislation is adhered to Clean of cemetery buildings and chapels pre funeral services, with experience of reporting any faults ensuring buildings are locked and secured before leaving site Manage memorial and other safety inspections to ensure that urgent remedial works are undertaken Maintain all burial records, registers and maps with experience in accurately recording activities as necessary to ensure legislation is adhered to Aid visitors, contractors and employees within the cemeteries to ensure a high level of customer service Carry out contract monitoring of Medway Crematorium grounds and Cemeteries as well as grave digging teams to ensure the council are getting value for money from the contractor 		
			Requirements at this level:	Requirements at this level in addition to level 3A:	Requirements at this level in addition to level 3A and 3B:
			Qualifications <ul style="list-style-type: none"> Good general level of education with 4 GCSEs (level 4-9 or equivalent) or equivalent level 2 qualification, including English and Maths 	Qualifications <ul style="list-style-type: none"> A horticultural qualification, NVQ Level 2 or equivalent 	Qualifications <ul style="list-style-type: none"> NAMM Memorial Safety Inspection
			Knowledge <ul style="list-style-type: none"> Good understanding and knowledge of at least one duty * 	Knowledge <ul style="list-style-type: none"> Good understanding and knowledge of at least four duties * Good understanding of Local Authority Cemetery Order 1977 & Code of burial practice 	Knowledge <ul style="list-style-type: none"> Excellent understanding and knowledge of all duties * Knowledge of identifying diseases of plants and how to treat them appropriately
			Experience <ul style="list-style-type: none"> Experience of working within a front-line service or directly with the public 	Experience <ul style="list-style-type: none"> At least two years experience within the bereavement industry 	Experience <ul style="list-style-type: none"> At least 5 years experience within the bereavement industry Experience of providing guidance on internal policies and procedures to assist in training new staff members Experience of undertaking safety inspections
			Skills <ul style="list-style-type: none"> Proficient in Microsoft Word, Excel, Outlook Full driving licence valid for use in the UK and access to own transport for work purposes Good written and oral communication skills to present varied information in simple terms to a range of different audiences 	Skills <ul style="list-style-type: none"> Ability to work independently within defined procedures, using initiative to find solutions to straightforward situations 	Skills <ul style="list-style-type: none"> Ability to take an active lead in the hard and soft landscaping improvements of cemetery and crematorium grounds to include tree planting, concrete setting and installing new memorials

			<ul style="list-style-type: none"> • Ability to be calm when dealing with upset customers and the ability to solve problems quickly, effectively and sympathetically • Ability to be empathetic having consideration for the bereaved whilst having a clear and positive understanding of customer care • Ability to read maps and co-ordinates to locate, select and mark individual graves • Able to manage own workload taking account of priorities • Excellent attention to detail 		
Job Title	Range	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Bereavement Service Officer (Administration) Post No: 0457	Range 3	See Job Profile for full duties. Main duties include: Assisting with the day-to-day operation and provision of Bereavement Services including cremations, burials and memorials, as well as providing support to the Cremation Technicians & Bereavement Service Officer (Cemeteries).	Activities: <ul style="list-style-type: none"> • Manage and process the legal paperwork to ensure that all burials and cremations are authorised in a timely manner to proceed • Manage and process the crematoriums leased memorials including the book of remembrance, ensuring that ordering new plaques/ entries, letters, renewals and audits are processed without fault • Produce new grave deeds, ensuring that change of ownership is legally processed and only authorised personnel apply for graves to be re-opened in line with current legislation • Produce new cemetery memorial permits, ensuring that stone masons are on the Councils approved list and can work within Medway Cemeteries • Arrange funerals with good knowledge of Section 46 of the Public Health Act 1984, conducting property searches, liaising with banks, housing associations and any friends or family members in a timely manner • Manage stock management and experience in raising purchase orders and paying invoices in a timely manner using the Councils in-house financial system, ensuring the efficient running of services • Processing and management of invoices to funeral directors to ensure payment is received in a timely manner and any queries to be investigated efficiently • Undertake full support to the Cremation Technicians, covering Chapel duties, Witness Strews and Cremator management to ensure funerals are protected during times of annual leave / sickness 		
			Requirements at this level:	Requirements at this level in addition to level 3A:	Requirements at this level in addition to level 3A and 3B:
			Qualifications <ul style="list-style-type: none"> • Good general level of education with 4 GCSEs (level 4-9 or equivalent) or equivalent level 2 qualification, including English and Maths 	Qualifications	Qualifications
			Knowledge <ul style="list-style-type: none"> • Good understanding and knowledge of at least one duty * • Basic knowledge of Local Authority Cemetery Order 1977, Section 46 of the Public Health Act 1984 and Cremation Regulations 2008 	Knowledge <ul style="list-style-type: none"> • Good understanding and knowledge of at least four duties * • Good knowledge and understandings of Local Authority Cemetery Order 1977, Section 46 of the Public Health Act 1984 and Cremation Regulations 2008 	Knowledge <ul style="list-style-type: none"> • Excellent understanding and knowledge of all duties * • Excellent knowledge and understandings of Local Authority Cemetery Order 1977, Section 46 of the Public Health Act 1984 and Cremation Regulations 2008
			Experience <ul style="list-style-type: none"> • Experience of working within a front-line service and working directing with the public 	Experience <ul style="list-style-type: none"> • 2 years experience of working within the bereavement industry 	Experience <ul style="list-style-type: none"> • 5 years experience of working within the bereavement industry

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					<ul style="list-style-type: none"> • Extensive experience of covering Chapel duties • Experience of providing guidance on internal policies and procedures to assist in training new staff members
			Skills <ul style="list-style-type: none"> • Proficient in the use of Microsoft Word, Excel and Outlook • Full driving licence valid for use in the UK and access to own transport for work purposes • Good written and oral communication skills to present varied information in an understandable way to a range of audiences • Ability to be calm when speaking with upset customers with the ability to solve problems quickly, effectively and sympathetically • Ability to be empathic having consideration for the bereaved whilst having a clear and positive understanding of customer care • Ability to handle and process cash/ documentation relating to considerable financial amounts accurately 	Skills <ul style="list-style-type: none"> • Ability to work independently within defined procedures, using initiative to find solutions to straightforward situations • Ability to read maps 	Skills <ul style="list-style-type: none"> • Ability to undertake witness strews, which will include preparing the remains, liaising with the families and leading the process in the grounds
Job Title	Range	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Cremation Technician Post No: 0459	Range 3	<p>See Job Profile for full duties. Main duties include:</p> <p>Assisting the Crematorium Manager to ensure that the Crematory is professionally, efficiently and cost-effectively operated ensuring each cremation is conducted in accordance to legislation.</p> <p>The post holder will be responsible for the day-to-day running of funeral services, acting as the Chapel Attendant ensuring the chapel is prepared in accordance with the requirements of the mourners wishes, maintained to the highest standards, to play the pre-selected music and other forms of visual</p>	Activities: <ul style="list-style-type: none"> • Managing the day-to-day operation of Cremator machinery, ensuring that the requirements of the Cremation Acts, Environmental Protection Act and all relevant legislation are complied with as well adhering to the Cremation Code of Practice • Monitoring emissions, cremator performance and stock, in an energy efficient and cost-effective manner • Acting as a chapel attendant, ensuring that the chapel is prepared for each individual service, the days services run on time and that the main chapel and ancillary buildings are cleaned daily and maintained to ensure the highest standards of customer service • Building excellent relations and provision of the highest levels of customer care with Funeral Directors, Clergy and Officiants, members of the public in order to preserve a suitable atmosphere at all times • Maintaining all records and registers, accurately recording activities as necessary to ensure legislation and Code of Practice is always adhered to • Ensuring that the premises, fixtures, fittings, plant and machinery are all properly used, cleaned, maintained and kept secure • Taking an active professional lead in relation to the strewing of ashes, including those in front of families as requested to preserve a suitable atmosphere and maintaining the highest standards of customer care 		
			Requirements at this level:	Requirements at this level in addition to level 3A:	Requirements at this level in addition to level 3A and 3B:
			Qualifications Good general level of education with 4 GCSEs (level 4-9 or equivalent) or equivalent level 2 qualification including English and Maths	Qualifications <ul style="list-style-type: none"> • Crematorium Technicians Training Scheme (CTTS) Qualification 	Qualifications
			Knowledge <ul style="list-style-type: none"> • Good understanding and knowledge of at least one duty * 	Knowledge <ul style="list-style-type: none"> • Good understanding and knowledge of at least four duties * 	Knowledge <ul style="list-style-type: none"> • Excellent understanding and knowledge of all duties *

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		tributes whilst ensuring the smooth running of the services.	<ul style="list-style-type: none"> • Knowledge and ability to deal with customers face to face • Knowledge and ability to run funerals as a Chapel Attendant 	<ul style="list-style-type: none"> • Good knowledge of thermal couples and when they need to be changed • Good understanding of: <ul style="list-style-type: none"> i) Cremation Regulations 2008, ii) The Environmental Protection Act 1990 iii) Health and Safety at work Regulations 1992 • Knowledge of lone working and health & safety regulations 	
			Experience <ul style="list-style-type: none"> • Experience of working within a front-line service and working directly with the public 	Experience <ul style="list-style-type: none"> • A minimum of 2 years experience in Bereavement Industry • Experience of having undertaken 100+ cremations without supervision • Experience of holding the CTTS certificate for a minimum of 1 year performing without issue • Experience of completing the safe exchange of thermal couples 	Experience <ul style="list-style-type: none"> • Experience of holding the CTTS certificate for a minimum of 5 years' experience, performing without issue
			Skills <ul style="list-style-type: none"> • Proficient in the use of Microsoft Word, Excel and Outlook • Full driving licence valid for use in the UK and access to own transport for work purposes • Good written and oral communication skills to present varied information in an understandable way to a range of audiences • Ability to be calm when speaking with upset customers with the ability to solve problems quickly, effectively and sympathetically • Ability to be empathic having consideration for the bereaved whilst having a clear and positive understanding of customer care 	Skills <ul style="list-style-type: none"> • Ability to work within defined procedures and to work independently, using initiative to deal with straightforward situations, only referring to supervisor for unusual or difficult problems • Ability to use own judgement and creativity to assess situations, solve straightforward problems and adapts to new ways of working • Ability to make decisions as to contacting contractors and other engineers to carry out running repairs and replacements in line managers absence <p>Ability to work as a lone worker, ensuring that the Crematorium Grounds are clear of the public before locking down the site and securing all buildings</p>	Skills <ul style="list-style-type: none"> • Experience of providing guidance on internal policies and procedures to assist in training new staff members
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Cemetery Manager Post No: 14940	Range 5	<p>See Job Profile for full duties. Main duties include:</p> <p>To manage the day-to-day operation of Medway's Cemeteries. To produce an efficient, effective and safe service for users across Medway's Cemeteries within agreed policies, programmes and resources</p> <p>To assist in the management of the Bereavement Service Team, taking responsibility for the smooth running, customer care and safety of all bereavement sites across Medway</p> <p>Line management of Bereavement Service Officers ensuring the teams are performing to service standards, with individuals' performance and development is monitored</p> <p>Maintaining and developing service standards to ensure high levels of customer service is achieved</p> <p>Ensuring all legal processes are achieved to carry out the day-to-day funeral arrangements for Cemeteries</p> <p>Working closely with contractors to ensure that service standards are met in relation to grounds maintenance and grave digging operations</p>	<p><u>Requirements at this level:</u></p>	<p><u>Requirements at this level in addition to level 5A:</u></p>	<p><u>Requirements at this level in addition to level 5A and 5B:</u></p>
			<p><u>Qualifications</u></p> <ul style="list-style-type: none"> • Good general level of education with 4 GCSEs (level 4-9 or equivalent) or equivalent level 2 qualification, including English and Maths 	<p><u>Qualifications</u></p> <ul style="list-style-type: none"> • Working towards certification in appropriate Bereavement industry courses at NVQ level 3 E.g. funeral management or ICCM Cemetery Operative Training Scheme 	<p><u>Qualifications</u></p> <ul style="list-style-type: none"> • Completion of NVQ 3 Bereavement industry courses • Working towards and completed at least one unit in appropriate Level 5 Bereavement industry courses in relation to Cemetery management e.g. Core units from the ICCM diploma (Cemetery Management, Cemetery & Cremation Law, Managing Operations & Teams)
			<p><u>Knowledge</u></p> <ul style="list-style-type: none"> • Excellent working knowledge of legislation and statutory guidance relevant to the service • Good knowledge and understanding of legislation surrounding burials; including: <ul style="list-style-type: none"> i) Local Authority Cemetery Order 1977 ii) Public Health Act 1984 • Good knowledge of asset management and the requirement for service level agreements with internal departments to meet health and safety statutory duties 	<p><u>Knowledge</u></p> <ul style="list-style-type: none"> • Excellent knowledge and understanding of legislation surrounding burials; including: <ul style="list-style-type: none"> i) Environmental Protection Act 1990 ii) Workplace (Health, Safety and Welfare) Regulations 1992 • Detailed knowledge of the service and the wider organisational context and how this interfaces with Members • Good knowledge of and experience of building and developing productive teams, setting clear objectives and identifying better ways of working whilst managing change effectively • Good knowledge of the service standards required 	<p><u>Knowledge</u></p> <ul style="list-style-type: none"> • Excellent customer focussed knowledge of delivering a high-quality service in a diverse range of settings and cultural environments • Excellent knowledge and understanding of legislation surrounding burials; including <ul style="list-style-type: none"> i) Ecclesiastical Law ii) Faculty Jurisdiction Rules 1992
			<p><u>Experience</u></p> <ul style="list-style-type: none"> • Experience of managing a front-line service • Good IT skills with experience of managing and developing in house and back-office operating systems 	<p><u>Experience</u></p> <ul style="list-style-type: none"> • At least 2 years experience of managing within the Bereavement industry 	<p><u>Experience</u></p> <ul style="list-style-type: none"> • At least 2 years experience excelling at Level 5B • Demonstrable experience of developing and maintaining service standards
			<p><u>Skills</u></p> <ul style="list-style-type: none"> • Proficient in the use of Microsoft Word, Excel and Outlook • Full driving licence valid for use in the UK and access to own transport for work purposes • Excellent interpersonal and people management skills • Sound and effective communication skills with the ability to present complex and sensitive information in an understandable way • Ability to manage and communicate with various stakeholders during times of high emotions • Ability to work on own initiative with limited access to manager 	<p><u>Skills</u></p> <ul style="list-style-type: none"> • Able to build and develop productive teams, setting clear objectives and identifying better ways of working whilst managing change effectively • Ability to take a leading role in ensuring partnerships work • Political awareness and sensitivity 	<p><u>Skills</u></p> <ul style="list-style-type: none"> • Ability to use analytical skills to interpret complex information and situations • Ability to use a range of imaginative solutions and responses involving application of fresh and innovative thinking • Ability to demonstrate the advanced theoretical, practical and procedural knowledge across a specialist area

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Crematorium Manager Post No: 14939	Range 6	<p>See Job Profile for full duties. Main duties include:</p> <p>To provide and maintain an efficient and effective service at Medway Crematorium which meets the requirement of the ICCM (Institute of Cemetery & Crematorium Management) & FBCA (Federation of Burial and Cremation Authorities).</p> <p>To interpret and implement new areas of legislation and guidance from Central Government and other organisations in relation to the statutory and non-statutory requirements of the Crematorium services.</p> <p>To focus and manage the performance of the service, training and development of crematorium staff to ensure the customer experience is faultless.</p> <p>The management of the Crematoriums Budget and to ensure all income and expenditure is processed and reconciled in accordance with legislation, financial regulations and audit requirements.</p> <p>To develop initiatives aimed at promoting Bereavement Services and to identify and</p>	<p><u>Requirements at this level:</u></p>	<p><u>Requirements at this level in addition to level 6A:</u></p>	<p><u>Requirements at this level in addition to level 6A and 6B:</u></p>
			<p><u>Qualifications</u></p> <ul style="list-style-type: none"> • Good general level of education with 3 A Levels (A-D) or equivalent 	<p><u>Qualifications</u></p> <ul style="list-style-type: none"> • Working towards and completed at least one unit in an appropriate Bereavement industry course in relation to Crematorium management. E.g. Core units from the ICCM diploma (Crematorium Management, Cemetery & Cremation Law, Managing Operations & Teams) 	<p><u>Qualifications</u></p> <ul style="list-style-type: none"> • Certification Appropriate Bereavement industry courses in relation to Crematorium management. E.g. units from the ICCM diploma (Crematorium Management, Cemetery & Cremation Law, Managing Operations & Teams)
			<p><u>Knowledge</u></p> <ul style="list-style-type: none"> • In depth knowledge of the range of services offered and delivered at Medway Crematorium • Excellent working knowledge of legislation and statutory guidance relevant to the service and understanding of legislation surrounding cremations including <ol style="list-style-type: none"> i) Cremation Regulations 2008 ii) Public Health Act 1984 iii) The Cremation, Coroners and Notification of Deaths Regulations 2024 iv) Environmental Protection Act 1990 v) Process Guidance note 5/2 vi) Funerals Market Investigation Order 2021 • Strong knowledge of asset management to meet health and safety statutory duties 	<p><u>Knowledge</u></p> <ul style="list-style-type: none"> • Knowledge and understanding of wider council agendas, including the One Medway Council Plan, to align with present and forthcoming Bereavement agendas • Excellent knowledge and understanding of legislation surrounding cremations including: <ol style="list-style-type: none"> i) Manual Handling Operations Regulations 1992 ii) Provision and Use of Work Equipment Regulations 1998 iii) Workplace (Health, Safety and Welfare) Regulations 1992 iv) Coroners and Justice Act 2009 • Extensive knowledge of and experience of building and developing productive teams, setting clear objectives and identifying better ways of working whilst managing change effectively • Knowledge of Council finance system, integra to undertake budget management 	<p><u>Knowledge</u></p> <ul style="list-style-type: none"> • Knowledge of and the understanding of the need to be customer focused and able to demonstrate a track record of providing high quality services to customers in a diverse range of settings and cultural environments • Excellent knowledge and understanding of legislation surrounding burial and cremations including: <ol style="list-style-type: none"> i. The Notification of Deaths Regulations 2019 ii. Human Tissue Act 2004 • Knowledge of implementing new systems or ways of working to develop the service
			<p><u>Experience</u></p> <ul style="list-style-type: none"> • Extensive experience in Crematorium Management • Experience of managing and developing in house and back-office operating systems • Experience of interpreting and advising on complex matters related to legislation and policy, and ability to interpret and apply complex guidelines 	<p><u>Experience</u></p> <ul style="list-style-type: none"> • Experience of delivering and managing multiple services in a busy frontline service • Experience of financial management, budget monitoring and revenue generation • Experience of procurement processes and contract management 	<p><u>Experience</u></p> <ul style="list-style-type: none"> • Experience of developing and introducing new methods of delivering services within bereavement, as well as additional services for income generation • Experience of ensuring that continuous improvement is maintained within the service area

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		<p>optimise opportunities to increase income.</p> <p>To work collaboratively with Funeral Directors, Hospitals, the Coroner and other services to facilitate knowledge transfer, resilience across services and ensure the customer experience is focused on.</p>	<ul style="list-style-type: none"> • Strong experience of leading and managing a team or teams and monitoring performance and completion of internal training and development related to line management 		
			<p>Skills</p> <ul style="list-style-type: none"> • Ability to focus and manage the performance of the service, training and development of the Crematorium staff • Ability to confidently liaise with other bodies such as the ICCM and the FBCA to ensure that the service provided meets all statutory requirements • Ability to act as a role model to promote equality and manage diversity in the workplace • Sound and effective communication skills with the ability to present complex and sensitive information in an understandable way • Ability to manage and communicate with various stakeholders during times of high emotions • Ability to collaborate with a variety of stakeholders • Able to interpret and apply changes in legislation and guidance 	<p>Skills</p> <ul style="list-style-type: none"> • Ability to build and develop productive teams, setting clear objectives and identifying better ways of working, managing change effectively • Ability to demonstrate a detailed knowledge of the service and the wider organisational context and how this interface with Members and possess the skills required to take a lead role in ensuring partnerships work • Developed project management skills and experience of delivering projects and working in partnership with other agencies and stakeholders • Ability to contribute to budget setting negotiating savings through driving efficiencies • Ability to work on own initiative • Political awareness and sensitivity 	<p>Skills</p> <ul style="list-style-type: none"> • Ability to use analytical skills to interpret complex information and situations • Undertakes work that requires a range of imaginative solutions and responses and involves application of fresh and innovative thinking • Ability to demonstrate the advanced theoretical, practical and procedural knowledge across a specialist area • Ability to actively encourage and support creative and innovative thinking to deliver continual improvements

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