

Essential Information – what you need to know

You'll Report To:

- Crematorium Manager

Your Benefits

- 30 days annual leave (full time equivalent), including bank holidays.
- Discretionary colleague bonus twice yearly.
- Pension contribution of up to 12% of salary.
- Colleague discount across our family of businesses.
- Employees' Association membership for a small monthly contribution.

Your Relationships

- Colleagues within the Funeral Services team.
- Your colleagues within the wider organisation which include Community, Membership, People Team, Health & Safety, etc.
- Your clients and customers at all levels and partners from our local community groups.
- Outside organisations and authorities.

What you'll bring to us:

- Strong attention to detail and a commitment to maintaining high standards of cleanliness and appearance.
- Compassionate and respectful demeanour when dealing grieving individuals and families.
- An ability to operate and maintain landscaping equipment.
- An ability to work productively independently and as part of a team.
- An understanding of the importance to follow safety protocols and relevant regulations.
- An ability to perform manual labour, including lifting, bending, and standing for extended periods.
- A willingness to develop knowledge and skills through training.

Together we are...



Providing and supporting
valued services



Helping to grow the
local economy



Caring for our
health and wellbeing



Looking after
our local environment

Your Purpose – I will contribute to my team and the Society’s ongoing success in this role by...



Providing and supporting
valued services

- Ensuring that outdoor areas are clean and presentable for visitors and funeral services including dedicated memorials and benches.
- Maintaining the grounds surrounding the crematorium, including weeding, sweeping and general upkeep.
- Removing snow, ice, and debris from walkways, as necessary.
- Performing respectful and accurate unwitnessed scatterings of cremated remains in designated areas ensuring compliance with regulations.
- Assisting with managing parking duties during large funerals, including directing traffic, organising parking spaces, and providing guidance to attendees to ensure smooth and orderly vehicle flow.



Helping to grow the
local economy

- Actively contribute to the success of my team, through an understanding and complying to the crematorium operating procedures.
- Demonstrating a thorough understanding of our membership, member benefits alongside other Society activities.
- Getting involved in community activities and fundraising events.
- Sharing ideas and good practice with my team to help maintain the success as a premier funeral provider for Lincolnshire.



Caring for our
health and wellbeing

- Demonstrating high standards of personal appearance, hygiene and conduct as a member of the funeral service team.
- Showing an understanding and taking responsibility of health and safety in the workplace and reporting where issues are identified.
- Being naturally supportive to colleagues and working cohesively together.
- Maintaining the cleanliness and maintenance of equipment and facilities.



Looking after
our local environment

- Providing an empathetic, caring and professional service to clients.
- Demonstrating good working practices to my colleagues by offering support and guidance to assist with their development.
- Maintaining a flexible approach and undertake additional duties to meet the needs of the community.
- Liaising effectively with external agencies and relevant authorities.



Together we are...

- **Helpful** – we'll look for ways to make a difference
- **Inspiring** – we'll help everyone be the best they can be
- **Trustworthy** – we can be relied on

Your Approach – how you will contribute to your team and the Society's ongoing success in this role.

I will be helpful by:

- Responding positively to requests from colleagues and customers.
- Trying to get it right first time.
- Ensuring customer complaints are reported to appropriate persons.
- Sharing my knowledge with my colleagues.
- Offering to help before being asked.
- Going above and beyond.
- Contributing to the team and its success.

I will inspire others by:

- Supporting and encouraging one another.
- Being a positive role model.
- Listening and learning from my colleagues and line manager.
- Building strong relationships with customers and colleagues.
- Suggesting new ideas and trying new things.
- Being aware of my strengths and where I need to develop.
- Taking pride in my work and celebrating success.

I will be trustworthy by:

- Using good judgement in all situations.
- Being open and honest.
- Take responsibility for my work and delivering positive outcomes.
- Treating everyone fairly and with respect.
- Doing my best for each other and our communities.