

<b>Position</b>	<b>Crematorium Assistant – Dublin Cemeteries Trust</b>	
<b>Reporting to</b>	Crematorium Supervisor – Cemetery Manager	
<b>Location (Prime)</b>	Dardistown and other cemeteries (Glasnevin and Newlands as required)	
<b>Dublin Cemeteries Trust</b>	Dublin Cemeteries Trust group is the leading provider of Burial and Cremation services in the greater Dublin area and manages a total of five Cemeteries and three Crematoria including an award-winning heritage site at Glasnevin, Ireland’s National Cemetery.	
<b>Scope of Responsibility</b>	<p>Working with the Crematorium team ensure the smooth running of the service within Dardistown and on request other cemeteries, assisting at the cremation and maintenance of the machine. The role will also ensure that the memorial gardens near the temple/church are keep pristine as well as the church and crematorium buildings.</p> <p>This role is a customer facing role whose key objective is to ensure the highest standards of support is offered to each family with regards to the disposal of their loved ones remains in a caring and compassionate manner and that they assist in the financial sustainability of the organisation into the future.</p>	
<b>Hours of work/Grading</b>	39 hours + overtime	Staff Grade 1
<b>Key Areas of Responsibility</b>	<p><b>Duties</b></p> <ul style="list-style-type: none"> <li>• Assist the Crem Technician in the cremating of remains. This will include ensuring that the documents and records required are produced and monitored.</li> <li>• Ensure that the identification, storage and dispatch or interment of cremated remains is carried out in accordance with instructions/requests.</li> <li>• Assist at the interment of cremated remains in Columbarium Wall and Garden of Remembrance as requested.</li> <li>• Ensure you follow the safety rules as instructed by the Supervisor and Technician and security of buildings and facilities.</li> </ul>	

Position	Crematorium Assistant – Dublin Cemeteries Trust
	<ul style="list-style-type: none"> <li>• Assist in maintaining stock levels, ensuring we always have the necessary available on site and carry out stock takes if required.</li> <li>• When reasonably required on an occasional basis, assist the Grounds and Facilities Manager by undertaking general support duties to ensure that service standards are maintained, for example, by helping with traffic movements at large funerals.</li> </ul> <p><b>**Full Training will be provided**</b></p> <p><b>Customer Service</b></p> <ul style="list-style-type: none"> <li>• Maintain good relations with Ministers of Religion, Funeral Directors, mourners and other visitors to the Crematorium ensuring that duties are undertaken in a professional, caring compassionate manner befitting the occasion.</li> <li>• Assisting at services as required with funeral checks i.e. the family's requirements, placing out the appropriate order of service, arrange for organ or recorded music and act as usher.</li> <li>• Adhere to the Dublin Cemeteries Trust Customer Care Policy ensuring that a professional, sensitive and caring approach is maintained in relation to the range of services provided.</li> <li>• Place out and, as appropriate, remove floral tributes on the terrace, or other designated areas. Check with each undertaker the family's request</li> </ul> <p><b>Personal</b></p> <ul style="list-style-type: none"> <li>• Always attend work on time, clean, and in professionally presented work wear.</li> <li>• Once on the work site you must adhere to the organisation's policies and procedures working in a professional manner, continuously striving for excellence offering each family compassion and choices relevant to their needs.</li> <li>• Participate in the Staff Development training on offer and performance management schemes.</li> </ul>

Position	Crematorium Assistant – Dublin Cemeteries Trust
	<p><b>Ensure that all areas of the role are fully Health and Safety compliant</b></p> <p><b>General</b></p> <ul style="list-style-type: none"> <li>• To carry out all duties with due regard for all Dublin Cemeteries Trust policies and procedures</li> <li>• Our vision, mission and values are the heart of everything we do – it is your duty to the Trust, our customers and your team that you are leading by example through these.</li> </ul> <p><b>Work duties may develop and change over time as the needs of the organisation change. The above role description is not exhaustive.</b></p> <p><b>Flexibility</b></p> <p>We aim to be flexible in our role and adaptability is very much part of the ethos of Dublin Cemeteries Trust. You may be asked to perform other duties which are not included above but which are relevant to your area of work. In addition, you may be asked to help out colleagues in other areas of the Trust from time to time. As a result of technological advancement, regulatory changes and sectorial developments, the workplace will continue to change over time, with new systems and new work practices being introduced as needed. Your duties will evolve over time as the needs of the Trust and the environment in which it is operating evolves. In addition, your duties may evolve in line with your own development in your role.</p> <p>The above list is not exhaustive; additional areas of responsibility may be added over time and flexibility to cover for other staff roles is required from time to time.</p>
<p><b>Criteria</b></p>	<ul style="list-style-type: none"> <li>• Leaving certificate (desirable)</li> <li>• Driving Licence</li> <li>• Minimum 1 years’ experience in a busy customer facing role</li> <li>• Previous experience in similar role/setting (funeral or cremation services)</li> <li>• Good communication skills</li> <li>• Good interpersonal skills with an ability to work as a part of a team</li> </ul>

<b>Position</b>	<b>Crematorium Assistant – Dublin Cemeteries Trust</b>
	<ul style="list-style-type: none"><li>• A strong sense of customer care and an ability to deal sensitively with customers, including the bereaved</li><li>• A drive to learn and develop within the role</li><li>• Competence use of computer systems, including Excel and word skills</li><li>• Reliable, good timekeeping and attendance</li></ul>