**Crematorium Assistant**

**Working flexibly, 5 days per week which will include regular weekends, evenings and early mornings on a rota basis.**

**40 hours per week**

**Our core operating hours are between 6am – 10pm daily, so the ability to work flexibly across 5 days of the week will be required. Variations in working hours will always be discussed in advance.**

**From £24,193 + £500 salary uplift after qualification + Site performance bonus + Benefits**

**Permanent**

**West Berkshire Crematorium**

Have you always wanted to use your transferable skills in a role where what you do can truly make a difference every day?

Would you enjoy working as a part of a close-knit team with a sense of camaraderie not found in a generic job?

If so, we would love to hear from you!

We are the largest independent operator of crematoria in the UK, employing more than 450 empathetic and dedicated individuals and we are growing.

Like many of our employees, you might not have considered this line of work before, however with industry training provided and on-going career development, you will find it one of the most varied and rewarding opportunities you could ever imagine.

**The role**

As part of our busy team, you will ensure that families are given the best experience possible.

No two days will be the same as each family and service are uniquely personal. You will be involved in a variety of tasks each day including:

* **Cremation** – You’ll be fully trained and work towards an accredited FBCA qualification under supervision and guidance from experienced colleagues. **You will be involved in the end to end cremation process and ashes management.** You will need to be able bodied as there will be manual handling involved in this process. PPE will be provided for your safety. Some of our sites also have burial grounds so you could also be involved in these services if applicable.
* **Chapel** - Preparation of the chapel hall before each service and welcoming the families and Funeral Directors attending and directing them to their seats. Ensuring the correct music / visual tributes are played, orders of service are in place and offering support as required.
* **Administration** - Answering the telephone with great customer service skills, using Chronicle / Word / Excel, helping families with queries / collection of ashes / planning a service to showing a family around the grounds to view memorial options.
* **Ad hoc work** – for example some basic gardening, getting involved in a Christmas service or making sure the site is tidy and presentable.

This role requires flexibility and pulling together as one team to support each other and provide the exceptional care and service that we are known for.

**About you**

* Any previous bereavement / funeral industry experience would be beneficial (Crematorium Assistant / Crematorium Technician / Funeral Operative / Funeral Arranger etc) however not essential as full training is provided.
* Emotionally resilient and organised with excellent attention to detail.
* You will need to be able bodied as manual handling will be part of this role. PPE will be provided for your safety.
* A real team player with natural compassion and the desire to make a difference every day.
* Flexible in approach to working hours.
* Comfortable communicator able to speak to people in a caring and understanding manner.
* Good level of IT skills and comfortable with Word / Excel and emails.

**About Westerleigh**

Westerleigh Group has been building and managing Crematoria for over 30 years and we care for over 60,000 cremations and burials every year. Our first site opened in 1992 in a village called Westerleigh, near to Bristol. We currently have 40 sites across England, Wales and Scotland with plans to continue growing with care.

We have established a reputation for creating beautifully landscaped, high quality and peaceful facilities where families can remember and celebrate the life of their loved ones. Our core objective is to deliver the highest possible standards of care in a way that is uniquely personal.

We play an active part in the local communities that we serve and in 2023 our sites raised over £400,000 to support local charitable causes and projects.

Our letters to heaven post boxes continue to capture hearts and minds. An inspirational idea from the daughter of one of our colleagues.

In 2021 Distinct Cremations was formed as part of the Westerleigh Group and caters to the direct cremation market.

**What We Offer**

If you would like to join the Westerleigh team, you can be sure of a warm welcome, ongoing training and development and a sense of pride by truly make a difference every day to the families we serve.

No two days are the same and many of our Managers have progressed upwards within the business.

The values we champion are Safety First, Exceptional Care, Uniquely Personal and One Team.

In addition to salary, you will also be eligible for the following benefits:

* Site performance bonus up to 5%
* 32 days holiday (Includes 8 days bank holiday)
* £500 salary increase (pro rata) after completing FBCA Accredited cremator training
* Life Assurance
* Access to a wide range of retail discounts and wellbeing support
* Ongoing learning & development
* Pension scheme
* Employee Assistance / Occupational health support Program
* Mindfulness App
* Mental Health First Aiders
* Free Cremation benefit for Immediate family
* Bereavement Leave
* Enhanced maternity & paternity pay
* Recognition scheme
* Free Flu jab
* Smart uniform and PPE provided
* Snack boxes / fruit boxes on site
* Free parking

**What next?** Start a career with significance by applying today.

We reserve the right to close the application window sooner if a significant number of applications are received.

If you’re not contacted, please assume you have been unsuccessful. Unfortunately, feedback is not always possible due to the volume of applications we receive.