

WHERE
CAREERS
THRIVE

**When potential
is unlocked,
talent *thrives***



**West
Northamptonshire
Council**

Mortuary Assistant

Coroners, Registration and Bereavement Service
Resource Directorate

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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Purpose and impact:

The Mortuary Support Officer plays a vital role in ensuring the respectful, safe, and compliant handling of deceased patients and associated processes within the County Mortuary. This position involves transportation, logistical support, and adherence to strict regulatory standards, contributing to the smooth operation of mortuary services.

Accountable to:

This role is accountable to the Lead Anatomical Pathological Technician. This role sits within Coroners, Registrations and Bereavement Service of the wider Resources Directorate.

Responsibilities:

1. Safely operate a designated vehicle to collect and transport deceased patients from hospital mortuaries to the County Mortuary, ensuring dignity and compliance with all Standard Operating Processes.
2. Collect and document personal possessions associated with deceased patients, maintaining accurate records in line with Human Tissue Authority (HTA) standards and updating the Eden software system.
3. Assist with the movement and positioning of deceased patients within the mortuary under the direction of Radiographers and Anatomical Pathology Technicians (APTs), following manual handling best practices.
4. Support the viewing service, including preparation tasks such as bed linen changes, under the guidance of APTs.
5. Manage the collection and disposal of clinical waste from designated areas within the mortuary to the appropriate waste facility.
6. Follow all Health & Safety regulations and HTA-compliant processes; promptly report any incidents or concerns to the appropriate manager.
7. Ensure secure and signed delivery of histology samples to the designated provider.
8. Adhere to mortuary policies, strategies, and procedures for Business Continuity, Critical Incidents, and Major Incidents, including security and fire protocols, and actively contribute to planning for such events.
9. Perform seasonal and safety-related tasks, such as gritting service yards and pedestrian entrances during adverse weather conditions.
10. Assist with traffic and car park control within council grounds during major incidents, CBRN events, or other emergency situations.
11. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
12. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is always taken for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(A) Application Form, (T) Test, (I) Interview, (P) Presentation, (D) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Able to work on your own without supervision	Essential	A & I
Excellent interpersonal skills and ability to work as part of a team	Essential	A & I
Ability to drive operating specialist vehicles.	Essential	A & I
Ability to perform manual handling tasks safely and effectively.	Essential	A & I
Strong attention to detail and accuracy in record-keeping.	Essential	A & I
Ability to remain calm and professional in sensitive and challenging situations.	Essential	A & I
Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	Essential	A & I
Ability to be flexible working an alternating shift pattern which may include weekends and bank holidays	Essential	A & I
Familiarity with Eden or similar mortuary management software.	Desirable	A & I

Knowledge:	Essential / Desirable	Measured by
Understanding of Health & Safety and HTA compliance requirements.	Essential	A, I & D

Relevant experience:	Essential / Desirable	Measured by
Proven ability to work without supervision	Essential	A & I
Experience of providing high quality customer service	Essential	A & I
Commitment to confidentiality and respect for the dignity of deceased patients.	Essential	A & I
Experience in handling confidential and sensitive information with discretion.	Desirable	A & I
Previous experience of portering in a mortuary, funeral service, or healthcare environment.	Desirable	A & I

Education, training and work qualifications:	Essential / Desirable	Measured by
GCSE (or equivalent) qualifications to demonstrate a good standard of general education	Essential	A & D
Participation in mandatory training for Health & Safety, infection control, and emergency procedures.	Essential	A & D

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Day-to-day in the role:

Job family & salary band:	Operational & Infrastructure Band 04	Worker type:	Field-based worker
People management responsibility:	None	Budget responsibility:	None

Current pay scales and other benefits are published on the [Jobs and Careers](#) section of West Northamptonshire Council's internet.

Working conditions & how we work:

The role involves driving a van. Regular manual handling of deceased patients and associated equipment; ability to lift and move heavy loads safely. Working primarily within a mortuary setting, including exposure to deceased patients and clinical waste; adherence to infection control protocols is mandatory.

Flexibility may be required to support out-of-hours collections or emergency situations with some occasional outdoor tasks such as gritting service yards during adverse weather. With frequent exposure to sensitive and distressing situations; resilience and professionalism are essential.

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R Respect	we respect each other and our customers in a diverse, professional and supportive environment.
I Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

"Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture."

Should you require this document in another format or language, please contact: Careers@westnorthants.gov.uk

When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

