Job Description

Department: Strategic Resources
Division/Section: Customer Services / Bereavement Services
Job Title: Cemeteries Supervisor
Post No: 000228
Grade: Grade 7
Reports to Bereavement Operations Manager
Post No: 000981
Supervisory responsibility for: Cemeteries Technician x 2
CRB Check applicable? None
Is post exempt under the Rehabilitation of Offenders Act 1974 in respect of declaration of spent convictions? Yes

Organisation

Chart:

Job Purpose:
- To assist the Bereavement Operations Manager in the effective day-to-day management of the Cemeteries and the Cemetery Operations Team.
- To ensure compliance with The Local Authorities’ Cemeteries Order, 1977.
- To ensure compliance with all Health and Safety requirements.

Description prepared by: Dave Adams Date: 2/2/15
Description agreed by postholder: Date: 1/3/15
Authorised by Director: Mark Sandhu Date: 22/3/15
Main Duties and Responsibilities:

1. To provide supervisory and operational support to the Bereavement Operations Manager.

2. To work in partnership with the Bereavement Service Manager - Operations, and with Aragon Services, to ensure delivery of a high quality burial and grounds maintenance service that meets the contract specification and service level agreements whilst complying with Health & Safety legislation, The Local Authorities’ Cemeteries Order, 1977, the requirements of the Charter for the Bereaved and codes of professional practice.

3. To ensure that all contractors comply with contract terms, health and safety legislation and guidelines, including the Institute of Cemetery and Crematorium Management’s “Code of Safe Working Practice” and National Association of Memorial Masons’ “Code of Working Practice”.

4. To oversee the day-to-day operation of all the Cemetery Operational Team functions, including maintenance of the cemeteries, buildings and infrastructure, maintenance of closed churchyards and ensuring that current statutory and locally agreed standards are adhered to.

5. To supervise the Cemeteries Technicians and provide role specific training, mentoring and welfare support.

6. To draw up rotas and promote a flexible working team to ensure that all cemetery duties and functions are carried out to a consistently high standard.

7. To ensure that the grave maintenance and grave digging operations, carried out by contractors, comply with all relevant legislation; the requirements of the Charter for the Bereaved, codes of professional practice and locally agreed procedures and performance indicators.

8. To provide a high quality burial service, ensuring it is staffed according to agreed service standards to enable an effective service to be delivered to customers.

9. To ensure effective implementation and operation of the programme of memorial inspection, evaluation and repair, including carrying out memorial safety checks, liaising with the grave leaseholders and supervising planned works.

10. To implement and participate in a standby rota and attend out of hours operations including arranging and attending out of hours burial services, arranging access to premises and if required, to cover for annual or sick leave, arrange the opening and closing of premises on Sunday mornings.

11. To attend out of hours operations as required including the Memorial Service, Open Day and Carol Services and, as part of a team rota, to staff the office on Saturday mornings and service the Book of Remembrance Room on Sundays and Bank Holidays.
12. To support promotional initiatives and assist with customer consultation work.

13. To represent the burial service at special functions and services relating to the service or occurring at one of the cemeteries or closed churchyards.

14. To oversee all operational aspects of exhumations.

15. To support the establishment and operation of local consultation panels and friends groups.

16. To represent the burial service externally, for example with professional service users, friends groups and outside bodies such as the Institute of Cemetery and Crematorium Management and the National Association of Memorial Masons.

17. To review and evaluate the effectiveness of operational procedures and systems, including Health and Safety Assessments, relating to the cemeteries and the Burial Service and take appropriate action where necessary.

18. To conduct guided tours of the cemeteries and give talks on the Burial Service to interested groups.

19. To ensure the cemeteries, and Burial Service, meet the customer care standards specified by the Charter for the Bereaved.

20. To assist, during home visits, the Bereavement Compliance Manager with Public Health Funerals.

21. To carry out all responsibilities with regard to the Council’s Equal Opportunities Policy and Procedures and Customer Care Policy.

22. To comply with all Health & Safety at work requirements as laid down by the employer.

**Flexibility Clause:** Other duties and responsibilities express and implied which arise from the nature and character of the post within the department (or section) mentioned above or in a comparable post in any of the Organisation’s other sections or departments.

**Variation Clause:** This is a description of the job as it is constituted at the date shown. It is the practice of this Authority to periodically examine job descriptions, update them and ensure that they relate to the job performed, or to incorporate any proposed changes. This procedure will be conducted by the appropriate manager in consultation with the postholder.

In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible Peterborough City Council reserves the right to make changes to your job description following consultation.