# Person Specification

**JOB TITLE:** Cemeteries Supervisor  
**POST NO:** 000228  
**SCALE:** Grade 7  
**DEPARTMENT:** Resources  
**DIVISION:** Customer Services  
**DIRECTOR:** Peter Carpenter  
**DATE:**  
**COMPLETED BY:** David Adams

[At the end of each criteria the following codes are used to indicate how the criteria will be assessed: (A) Application / (I) Interview, (P) Presentation, (W) Written Test. Add any other codes used here.]

<table>
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<th>ATTRIBUTES</th>
<th>ESSENTIAL CRITERIA</th>
<th>DESIRABLE CRITERIA</th>
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| **KNOWLEDGE** | • The ability to demonstrate an understanding of good customer care (A/I).  
• Knowledge of Health and Safety legislation, guidelines, COSHH, etc, that would apply to a cemetery or green open space environment.  
• Knowledge of grounds maintenance contract management or contract management. (A/I) | • Knowledge of cemetery, burial and funeral practices (A/I).  
• Knowledge of The Local Authorities’ Cemeteries Order, 1977, and codes of practice relating to cemeteries (A/I).  
• Knowledge of memorial safety procedures.(A/I) |
| **SKILLS & ABILITIES** | • The ability to work as part of a team (A/I).  
• Effective written and oral communication skills (A/I).  
• To have fluent English speaking skills. (A/I)  
• Excellent organisational skills (A/I).  
• Computer and keyboard skills (A/I).  
• Ability to maintain accurate records (A/I). | • Ability to understand the principles of cemetery design, grave plans, grave digging and associated cemetery practice (A/I). |
| **EXPERIENCE** | • Experience of dealing with the public and external organisations on the telephone or in person in a professional and sensitive manner (A/I).  
• Experience of supervising staff (A/I).  
• Experience of managing a grounds maintenance contract or similar (A/I).  
• Experience in Health and Safety risk assessment. | • Minimum 2 years experience in cemetery operation (A/I).  
• Experience in carrying out memorial safety testing.  
• Working knowledge of legislation, guidelines and codes of practice relating to cemeteries (A/I). |
| **QUALIFICATIONS** | • Full UK driving licence (A).  
• If not a holder of the relevant ICCM Diploma Module, a willingness to study for and obtain the following module within two years of appointment: (I) Cemetery Management (A/I) | • Holder of the ICCM modules;  
Bereavement Care (A/I)  
Law (A/I)  
Cemetery Management (A/I) |
| PERSONAL CIRCUMSTANCES                        | • Ability to work flexible hours (A/I).  
|                                            | • Use of a car to travel between sites (A/I). |
| EQUALITY                                   | • Candidates must demonstrate understanding of, acceptance and commitment to the principles underlying equal opportunities (A/I). |
| CUSTOMER CARE                              | • Knowledge and understanding of effective customer care (A/I) |

- If the postholder has not attended the ICCM Cemetery Managers Awareness Course, attendance on the course ideally within six months of appointment (A/I).
- Experience of Risk Management (A/I).
- If the postholder has not attended the ICCM Management of Memorials course, attendance on the course ideally within six months of appointment (A/I).
- Certificate of Attendance for the ICCM Cemetery Managers Awareness course (A/I).