

# Job Description



<b>Job Title: Cemetery Manager</b>	<b>Service Area: Licensing &amp; Regulation</b>	
<b>Directorate: Environment &amp; Sustainable Transport</b>	<b>Post Number: Fusion 33744</b>	<b>Evaluation Number: 7312</b>
<b>Grade: PO3</b>	<b>Date last updated: 02/07/2024</b>	

## **People at the heart of everything we do**

We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.

## **Equality and diversity**

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work.

## **Protecting our staff and services**

Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.

## **Corporate parent**

We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

## **Overall Purpose of Job**

To manage West Ham cemetery to ensure a sustainable, efficient and excellent service to meet the needs of the public, funeral professionals and key stakeholders.

To manage and develop the cemetery team to ensure standards are continuously improved and to provide excellent customer service.

To ensure that the cemetery assets are maintained improved and usage is optimised in accordance with council policies and statutory requirements.

To represent the service at officer level, customer liaison and benchmarking or user group meetings as appropriate. This includes occasionally giving presentations or promoting the service at events or open days to raise customer awareness.

To oversee the operations of West Ham cemetery, ensuring that all activities are conducted in accordance with applicable laws, regulations and ethical standards. This includes managing staff, maintaining records and providing customer service. You will additionally be

responsible for implementing policies and procedures related to cemetery operations as well as promoting the cemetery's services to the public.

## **Job Summary**

You will report to the Head of Registration and Bereavement Services for the efficient management, control and supervision of cemetery staff and operational duties relating to West Ham cemetery which includes burial attendance and maintenance of the cemetery grounds and buildings.

In conjunction with the Head of Service you will be responsible for the management and development of statutory and non-statutory systems relating to the service. You will be responsible for ensuring staff performance and to effectively lead, manage, develop, motivate and empower the cemetery team to provide excellent service to the public and to provide well maintained, safe and attractive grounds and facilities.

## **Key Tasks and Accountabilities:**

1. Manage all aspects of the burial provision from grave excavation to grave reinstatement in accordance with customer instructions ensuring compliance with relevant legislation, code of practice and agreed service standards.
2. Co-ordinate with bereaved families and funeral directors for the interment of deceased persons.
3. Monitor the availability of graves to demand levels and assist with the development, provision and reuse of cemetery land to statutory requirements and meet best practice guidance. This includes considering provision of alternative grave and memorial types to meet the changing needs and expectations of the bereaved and to maximise income.
4. Manage external contractors, engage with partners and voluntary groups and liaise with relevant council support services to cost-effectively and safely sustain and improve service delivery.
5. Prepare, review and implement policies and procedures that relate to the cemetery operational service delivery.
6. Act as a specialist professional advisor on the legislation, guidance and best practice in burials, cemetery memorial management and exhumations.
7. Performance management and development of the cemetery team including appraisals, one to ones, setting individual and team quality and performance targets, conducting formal and informal meetings. Identify poor performance and take prompt action to address issues and promote excellence.
8. Responsible for managing and maintaining grave maintenance records and maintain schedules for the preparation and planting of graves.
9. Responsible for the maintenance of Burial and grave purchase registers and processing grave ownership documentation ensuring accuracy and presentation of details. Develop electronic registers which will become available online to the public.

10. Ensure compliance with Health & Safety legislation to ensure safe working practices of all staff, public and contractors in the workplace, in accordance with the policies and codes providing reports as necessary.
11. Lead by example and influence to promote and implement the objectives and values of the Council and service including the probity and propriety in the conduct of all staff.
12. Carry out such other duties as appropriate to the grade and designation of the post.
13. Seek best practice, innovation and continuous improvement in the way the service is delivered including leading service reviews and working parties.
14. Maintain a working knowledge of technical, legal and operational requirements of Cemetery Management.

*Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.*

**To undertake all responsibilities listed below:**

You will be expected to work flexibly to ensure an appropriate management presence for staff and contractors who are required to meet fluctuations for funerals, ground and facilities maintenance. This includes a requirement for occasional weekend and bank holiday working and being available for any emergency call outs.

You will be required to have a DBS check.

Be aware of any sensitive information held by the service and ensure adherence to the General Data Protection Regulation legislation.

The council has a strong commitment to achieving equality of opportunity in its services to the community and the employment of people. The Council expects all employees to understand, comply with and promote its policies in their own work and to undertake training as appropriate.

# Personal Specification



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<b>Directorate:</b> Environment & Sustainable Transport	<b>Post Number: Fusion</b> 33744	<b>Evaluation Number:</b>
<b>Grade:</b> PO1-PO3	<b>Date last updated:</b> 02/07/2024	

## IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

## EQUALITY AND DIVERSITY

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## PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

CRITERIA- Essential	METHOD OF ASSESSMENT
<p><b>KNOWLEDGE:</b></p> <p>At least 2 years knowledge and experience of working in a cemetery environment.</p> <p>Knowledge of technical, legal and operational requirements of cemetery management.</p> <p>Knowledge of the legal and day to day functions of the cemetery</p>	<p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p>

<p><b>EDUCATION/QUALIFICATIONS</b></p> <p>Holds a bereavement management qualification and /or is prepared to study for the Institute of Cemetery and Crematorium Management (ICCM) certificate and Diploma in cemetery/crematorium management.</p>	<p>Application and Interview</p>
<p><b>SKILLS AND ABILITIES:</b></p> <p><b>EXPERIENCE:</b></p> <p>Proven experience in grounds keeping, cemetery management or related field.</p> <p>Knowledge of cemetery regulations, procedures and record-keeping</p> <p>A background in managing and supervising staff within bereavement services demonstrating excellent organisational skills with the ability to delegate, manage and motivate staff to work in a team environment.</p> <p>Proven experience relating to statutory and non-statutory bereavement documentation.</p> <p>Experience of dealing with the public in stressful and emotive situations and to maintain a polite, sympathetic manner whilst providing excellent customer service and advice.</p> <p>The ability to deal effectively with people from different cultural and ethnic backgrounds and to commit to implement the Council's equal opportunity policy.</p> <p>Strong organisational and problem-solving skills.</p>	<p>Application and Interview</p> <p>Application and interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and interview</p> <p>Application and interview</p>

<p><b>PERSONAL STYLE AND BEHAVIOUR:</b></p> <p>To be appropriately dressed as all times to see bereaved relatives and visitors to the cemetery.</p> <p>Ability to communicate effectively with a wide range of customers and key stakeholders including funeral directors, religious leaders, the public, staff, contractors and other individuals or organisations.</p> <p>Ability to work independently.</p> <p>Strong attention to detail</p>	<p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p>
<p><b>OTHER SPECIAL REQUIREMENTS:</b></p> <p>Willingness to work weekends, evenings and Bank Holidays as required.</p> <p>DBS check required</p>	<p>Application Form/Interview</p> <p>Satisfactory clearance at conditional offer stage</p>