

Job Profile Comprising Job Description and Person Specification

Job Description

Job Title: Cemetery Operations Supervisor	Grade: SO1
Section: Contracts and Leisure (Parks)	Directorate: Environment and Community Services
Responsible to following manager: Parks Operations Manager	Responsible for following staff: 7 x Mobile Cemetery Operatives
Post Number/s:	Last review date:

Working for the Richmond/ Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose

To ensure all graves are prepared correctly, in compliance with Health and Safety Legislation, Burial Law (the Local Authorities Cemeteries Order 1977), and the Institute of Cemetery and Crematorium Management (ICCM) Code of Safe Working Practice in Cemeteries.

Responsible for the supervision of the Mobile Cemetery Operatives, working closely with the Parks Operations Manager to develop and implement work schedules which ensure a high level of performance from the Cemetery Operations Team.

Specific Duties and Responsibilities

1. Responsible for all grounds maintenance operations within the cemeteries, which includes but is not limited to, mowing, planting, pruning, weeding, hedge cutting, turfing and path maintenance to improve the general appearance of the cemeteries.
2. Responsible for developing and implementing work schedules/regimes and monitoring associated operations across all cemeteries, to ensure the Cemetery Operations Team are performing to a high standard which meets the expectations of customers and stakeholders.
3. To ensure that the Cemetery Operations Team prepare all grounds and areas surrounding open graves, and that all graves are safe and accessible for mourners, visitors, and staff.
4. To assist customers and stakeholders with their enquiries, many of whom may be recently bereaved, ensuring that the information provided is accurate and given in a sympathetic manner.
5. To ensure all equipment and machinery is maintained and checked daily, prior to use; and ensure that it is being stored safely and correctly.
6. Carry out quarterly stock-takes (audits) of all equipment, machinery, and supplies, and liaise with the Parks Operation Manager to ensure supplies are replenished accordingly.
7. To provide the Cemetery Operations Team with necessary refresher training ('toolbox talks') to ensure all equipment and machinery is used safely and correctly.
8. Assist the Parks Operations Manager in ensuring that work-based risk assessments are up-to-date and that the Mobile Cemetery Operatives comply to all service-related policy, including the Code of Conduct.
9. To supervise exhumations in accordance with instruction of the faculty / licence, as and when required.
10. To be a visible presence to Cemetery Officers on site during funerals to oversee the burial to ensure no problems occur.
11. To arrange monthly one-to-ones and carry out 6-monthly, and yearly appraisals with all staff.
12. To identify and report any breaches of site security, cemetery regulations or anti-social behaviour to the Parks Operations Manager.

13. To assist the Parks Operations Manager in any disciplinary and/or grievance process.
14. To drive necessary vehicles between and on sites to carry out the above duties, and to open and close the cemetery gates and toilets at the specified times, having checked all members of the public have left.
15. To carry out and ensure that the Cemetery Operations Team adhere to policies and procedures which reflect the Council's core values. To promote the cemeteries service and ensure that the Cemetery Operations Team display a positive image to all customers and external organisations.
16. To ensure that all staff overtime, sickness, annual leave, and personal details are up to date and logged correctly, utilising the Council's iTrent software.
17. To undertake all relevant and compulsory Council provided training.
18. To operate machinery to manufacturer's instructions and appropriate to the post-holder's driving qualifications and licence.
19. To demonstrate an understanding of the importance of customer care in the provision of the Cemeteries Service.
20. To ensure all facilities, fixtures and fittings in the cemetery are maintained, clean and serviceable. This will involve establishing an effective working relationship with the Council's Facilities Management Team and Contractors working on behalf of the Council.
21. To set an example to the Cemetery Operations Team, ensuring that all Mobile Cemetery Operatives always wear uniform and suitable personal protective equipment.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by the SSA's policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems.
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and

welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.

- To understand both Councils’ duties and responsibilities for safeguarding children, young people, and adults as they apply to the role within the council.
- The post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

Current team structure



Person Specification

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Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular –

- taking responsibility and being accountable for achieving the best possible outcomes – a ‘can do’ attitude to work
- continuously seeking better value for money and improved outcomes at lower cost
- focussing on residents and service users, and ensuring they receive the highest standards of service provision
- taking a team approach that values collaboration and partnership working

Person Specification Requirements	Assessed by A & I/ T/ C (see below for explanation)
Knowledge	
<ul style="list-style-type: none"> • Proven experience of using digging machines, and safely excavating graves by hand, in accordance with ICCM Code of Safe Working Practice, and Health and Safety legislation, and the Local Authorities Cemeteries Order 1977 	A&I
Experience	
<ul style="list-style-type: none"> • Experience of developing and implementing work schedules and ensuring a high level of performance. • Experience of first line management/supervising a team. • Experience of disciplinary policies and procedures. 	A&I
Skills	
<ul style="list-style-type: none"> • Ability to inspire and lead a team, ensuring a high standard of performance. 	A&I
Qualifications	
<ul style="list-style-type: none"> • NVQ, or similar, in Horticulture 	A&I



<ul style="list-style-type: none"> • COTS (Cemetery Operative Training Scheme) 	
<ul style="list-style-type: none"> • Qualification/training in first line management 	
<ul style="list-style-type: none"> • Qualified to the ICCM Code of Safe Working Practice in the provision of graves, with due regard to Health and Safety within the cemetery grounds 	A&I
<ul style="list-style-type: none"> • Current, full clean UK Driving Licence 	A&I

A – Application form

I – Interview

T – Test

C – Certificate

