

MALDON DISTRICT  
COUNCIL

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Essex CM9 5DL

[www.maldon.gov.uk](http://www.maldon.gov.uk)



# **Cemeteries and Bereavement Services Team Leader**

**(FM18 DD24)**

<b>Job Title</b>	<b>Cemeteries and Bereavement Services Team Leader</b>
<b>Service Area</b>	<b>Service Delivery</b>
<b>Grade</b>	<b>G (SCP 25-28)</b>
<b>Job Reference</b>	<b>FM18 DD24</b>

<b>Reporting to</b>	<b>Responsible for</b>
Reporting to Coast & Countryside Manager	Cemeteries Officers Technical Support Officer

<b>Team Purpose</b>
Develop and deliver the asset management strategy for the Council. Maximising returns across assets and ensuring that they are well managed/maintained, including future acquisitions or developments. Supporting the Council’s ambitions across prosperity, community and place strategies through acquisition, development and utilisation of assets.

<b>Role Purpose</b>
Efficient service delivery for all of the council’s cemeteries, memorials within the district and related webpages.
Work load of cemetery related staff and volunteers; including Cemeteries Officers, Technical Support Officer & Community Payback.
To lead on the management of all of the Council’s cemeteries services and be the first point of contact for all associated bereavement service contractors and customers.
To ensure the provision of a legal, efficient and sensitive service.
To support the Coast & Countryside Manager in maintaining all related services and assets efficiently and effectively.



### **Key Accountabilities**

- To oversee the legal and efficient burial or exhumation of all deceased.
- To ensure the keeping of accurate records meeting statutory requirements of Burial Act and rectify any historical issues accordingly.
- To manage all aspects of memorial safety, rights and maintenance and all customer relations.
- Manage external contractors such as Funeral Directors, Coroners, Registrars, grave diggers, stone masons, volunteer services.
- Manage daily workload of all cemetery related staff including cemetery parks operative, case worker, coast and countryside volunteer coordinator including responsibility for dealing with complex staff management issues.
- To lead in the planning and delivery of projects associated with the service and organise staff and volunteers involved.
- To oversee the escalation of service issues where they are more complex; working with Line Manager and Senior Management where required.
- Act as a point of escalation and resolve a broad range of complex issues that require an in-depth understanding of regulations and legislation.
- Long term planning and production of service delivery plans including and leading on projects such as cemetery expansion plan and awards.
- Development of income generation schemes that will offset costs of the service. With responsibility for managing the cemetery budget, identifying costs and savings and setting new targets and financial planning for the forthcoming financial year. To maintain sufficient financial records of transactions in accordance with the Council's Financial Regulations and Standing Orders.
- Deliver management plans and guide Members and senior management through comprehensive reports and guidance and deliver material at meetings, CLT and committees.
- To be the Council's representative with external contractors and customers regarding specific needs and complaints with the ability to be able to resolve effectively.
- Ensure that the Council's cemeteries are maintained to the correct standards.
- Weekend or out of hours duties when required such as events, burials or exhumations.
- To lead on the continuous identification and implementation of improvement ideas within the service to help increase customer satisfaction levels and improve service delivery.
- New business recognition and development including development of new revenue sources.
- Identify as a critical worker role with all associated responsibilities.
- To perform any other duties commensurate with the grade of this post which may be required from time to time.



Key Objectives	
<b>Working with customers</b>	A high degree of sensitivity, compassion and empathy is required when working with the public during their most vulnerable times of grief and an extensive knowledge of the bereavement process is needed.
<b>Working towards the Corporate Plan</b>	Contribute to the delivery of the Corporate Plan by providing a high quality cemetery service.
<b>Knowledge of services</b>	In-depth understanding of specialist delivery area, with qualifications and / or extensive experience to demonstrate this.
<b>Using systems effectively</b>	The ability to use IT confidently.

Specific Tasks	
<b>Cemeteries Management</b>	Working efficiently, professionally, paying attention to detail and instructions to manage the Council's cemeteries. Ensure outcomes meet legislative and professional standards.
<b>Teamwork and working with others</b>	Work collaboratively with colleagues to manage Council assets and provide assistance for any particular events or works that require additional labour.
<b>Performance</b>	Work towards achieving an effective and efficient income generating service with community needs. Achieving KPIs set by the Head of Asset, Coast & Countryside.

Qualifications
<ul style="list-style-type: none"> <li>• Significant knowledge of legislation, guidance and health and safety requirements relating to this area of work</li> <li>• Significant experience or qualification in bereavement</li> <li>• Significant experience or qualification in cemetery management</li> </ul>
Knowledge, Skills and Experience
<ul style="list-style-type: none"> <li>• Able to demonstrate experience of working in a similar environment.</li> <li>• Extensive knowledge on relevant legislation, subject guidance and best practice, including sound knowledge of; The Burial Act 1857 and up to date amendments; The Local Authorities Cemeteries Order (LACO) 1977; Institute of Cemetery and</li> </ul>



**Qualifications**

Crematorium Management (ICCM) regulations and National Association for Memorial Masons (NAMM) regulations and all current Government Guidance relating to funerals and burials.

- Experience of strategic planning and management of assets within the cemeteries, such as memorials, benches and Chapels.
- Ability to write legal documents such as Statutory Declarations and understand and advise on other areas of law including Letters of Administration, probate, Freedom of Information Act and section 46 of Public Health Act 1984 relating to public health funerals.
- Appropriate knowledge of health and safety legislation applied to cemeteries such as grave digging and memorial safety.
- Ability to meet members of the public providing dignity and remain professional and sympathetic at all times.
- Excellent communicator both verbally and in writing, with the ability to understand sensitivity when working with the bereaved and be able to create concise work plans.
- Able to meet strict deadline, work on own initiative or as part of a team and be methodical and confident.
- Proven ability to lead a team with experience in all aspects of people management including effectively managing performance, setting targets and dealing with issues as they arise.
- Experience in setting, maintaining and monitoring standards of accuracy, diligence and service delivery.
- Able to support senior management with technical knowledge and advise as required.

**Specialist Knowledge**

Depending on the level and nature of the work undertaken some post holders may be required to hold technical/specific qualifications.

**Special Requirements**

**Emergency Planning**

This post will, on occasions, be required to take part in the Council's emergency planning training and may be called upon in the case of such an emergency. Where necessary this will include unsociable hours.

**Election Duties**

This post will, on occasion and with reasonable notice, be expected to assist with election duties as required and this will include working unsociable hours.  
 A separate payment for election duties will be made as determined by the regional Elections Committee.



Special Requirements	
<b>Standard Terms</b>	<ol style="list-style-type: none"> <li>1. To comply with appropriate legislation, service and Council policies.</li> <li>2. All employees have responsibility under the Health and Safety at Work, etc. Act 1974. These responsibilities are laid out in the Council's Health and Safety policy and procedures.</li> <li>3. To support and be committed to the Council's policy on safeguarding and promoting the welfare of vulnerable groups including, young children and adults; the Council expects all staff and volunteers to share this commitment.</li> <li>4. To support the Council's equality and diversity policies.</li> <li>5. To operate within the Council's IT policies and data protection rules and regulations.</li> <li>6. To operate within the Council's financial regulations.</li> <li>7. Manage budgets and resources ensuring that they are deployed effectively with robust internal controls and compliance with relevant regulations, policies and guidelines.</li> <li>8. To participate in internal committees and departmental working parties to ensure continuous improvement as required.</li> <li>9. Any other reasonable duties as may be required from time to time</li> </ol>

### Competency Framework

Central to the delivery of the role are the Council's values and behaviours and all employees are expected to work within the Council's Competency Framework. These are shared by all employees and applied to everything we do. The points for each competency are shown below:

<b>Maldon behaviours [competencies]:</b> see the framework in the Performance Review Toolkit for a full list behavioural indicators:	
<b>Core Competencies - All Workforce</b>	
<b>Communicating</b>	Expressing information in the best way and timescales that ensures clarity and understanding and responding in the most appropriate manner.
<b>Managing and Leading People</b>	Providing direction and support to those we work with to ensure service excellence.
<b>Customer Focus</b>	Taking into account customer needs, striving to meet them and providing the best service to our customers and colleagues.
<b>Planning and Managing Work</b>	Planning and managing work to meet individual, team and service objectives whilst achieving quality and value for money.
<b>Analysis and Problem Solving</b>	Assessing and interpreting information in order to support work activities, identify issues and aid problem solving.



<b>Initiative and Decision Making</b>	Taking the right action, based on what we know and being responsible for what happens.
<b>Developing Self</b>	Committed to developing own skills, knowledge and abilities to enhance capability.

All employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility. All employees are required to be flexible to undertake out of hours work as required, meetings outside office hours will be routine and officers will be expected to attend. This job description will be supplemented and further defined by annual objectives which will be developed in conjunction with the post holder.

This job description will be subject to regular review and the Council reserves the right to amend or add to the details.

**Key Policies**

We are an equal opportunities employer and therefore all staff are expected to comply with our equality policies and help create a work environment in which everyone is treated with dignity, respect, courtesy and fairness. You are also expected to fully comply with health and safety policies and procedures in force to help maintain and develop a safe working environment. In pursuing a practice of continuous improvement and seeking to obtain best value in all aspects of the service, staff will be expected to assist in other such duties as may be allocated for the benefit of the organisation and their own personal development. Staff will be expected to assist if the Council has to deal with the results of a civil emergency.

**This post is not a politically restricted post.**

<b>Signed (Job Holder):</b>		<b>Date:</b>
<b>Signed (Service Lead):</b>		<b>Date:</b>

