

Epsom & Ewell Borough Council

Role Profile Template

Role Title:	Cemetery Superintendent
Job Family:	Supervisor / Professional Support (G7)
Service:	Cemetery Services
Location:	Town Hall/ Epsom Cemetery
Reporting To:	Streetcare Manager

<p>Role Purpose:</p> <p><i>Why the role exists and its contribution</i></p>	<p>To manage the council's Burial Service including effective management through the application of the Cemetery Rules and Regulations.</p> <p>Processing applications for Grave rights, Interments and Memorials ensuring the collection of correct fees and charges are paid and processed in accordance with the Council's policies.</p>
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Main Duties and accountabilities

<p>Cemetery Service</p>	<ul style="list-style-type: none"> • To manage the Cemetery Service including the Registration of Burials, maintenance of Cemetery Records and enforcement of Cemetery Regulations under the Local Authorities Cemeteries Order 1977 and collection of relevant fees and charges. • To manage applications for exclusive rights of burials, interments, and memorials. To ensure cemetery data is accurately recorded and legal documentation is correctly processed. • To be the principal point of contact for users and visitors to the cemetery and to manage demanding and difficult situations with high level of discretion, sensitivity, and empathy. • Respond appropriately to complaints in accordance with published service standards. • To be budget holder for the Cemetery budget, including income and budget monitoring and to provide input into the budget preparation. • To ensure the Chapel, War Memorials and site buildings are maintained appropriately. • Network with bereavement organisations, Funeral Directors, Ministers, and benchmark with other Cemeteries to keep abreast of trends and respond to the needs of the bereaved.
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<p>Generic Duties</p>	<p>Supervision</p> <ul style="list-style-type: none"> • Day to day supervision of Cemetery Services team including cemetery grounds maintenance staff, to support with the delivery of the corporate plan, vision, behaviours, corporate identity, and key messages and promote effective corporate working across the organisation. • Guide, instruct, direct, and enable the team to deliver high quality services that are customer centred, safe, and low risk in line with relevant legislation. • To plan and organise the logistics of the team and delegate to each employee in order that agreed work schedules and key performance targets are met in a very busy and frequently changing environment. • Use practical knowledge, experience and understanding of the cemetery services work to provide helpful direction and guidance to other members of the Streetcare team when it is needed. Evaluate & measure the performance of other team members. • Be part of the delivery team and fulfil the work schedule and key performance targets set for the service and follow relevant procedures, industry standards and training. • Ensure there is sufficient capacity in the Cemetery team to deliver services, by providing in the provision of structured on the job training and induction. • Take a day-to-day lead for ensuring that any members of the cemetery services team are adhering to good health and safety practice and accurately complete associated paperwork to current legislation. • Ensure that the maintenance standards of any equipment, machinery, and vehicles relevant to the role are adhered to and ensure any defects are reported. • Ensure any staff within the service are issued with a copy of work schedules and service level agreements pertaining to the Cemetery service. • Inform Streetcare Manager of any breach of Health and Safety requirements, complaints, and service delivery failures. • Work with the Streetcare Manager to actively promote HR policy and practice to ensure good employment practices are embedded in day-to-day operations • Encourage staff involvement to engage in the development of ideas and recommendations for doing things more efficiently recognising and furthering the feedback from the team. Assist with the continuous improvement of the service. <p>Professional Support</p> <ul style="list-style-type: none"> • Provide support to a technical and professional service to help ensure council statutory obligations are adhered to through investigations, inspections, and enforcements in accordance with relevant legislation, codes of practice and other regulatory instruments.
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	<ul style="list-style-type: none"> • To act as first point of contact for customers and resolve complaints. • Support and assist with project work. • To collate and present relevant data/information to enable the organisation to make informed decisions. • To seek, build and maintain good relationships with senior managers, business partners, other Councils, and all levels of staff. • To manage processes within the service to ensure smooth delivery of services.
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The key decision making areas in the role
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<p>Day to day decisions on Cemetery Operations</p> <p>Application of Council Policies, fees and regulations. Compliance with Local Authorities' Cemeteries Order 1977.</p> <p>Organisation of workload and priorities, issuing instructions to Staff to comply with service level agreement and meet tight deadlines. Monitor daily.</p> <p>Resolving complaints, enforcement of regulations, engaging Cemetery Staff to improve standards.</p> <p>Respond to public enquiries/complaints on a day-to-day basis, face to face, telephone, email, or letter. Ensure information is correctly maintained and available.</p> <p>Offering solutions and advice to solve issues.</p> <p>Communicate problems and solutions to departments and Managers who may need to be aware.</p> <p>Information handling</p> <p>Advising on new income streams, development and future sustainability of the service.</p>
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Customers and contacts

<p>Liaising with other Council Departments and Cemeteries in the surrounding area (Surrey Cemetery Managers Group)</p> <p>Consult with Bereavement Organisations, Suppliers, Funeral Directors, Ministers and Stonemasons.</p> <p>Day to day contact with bereaved families.</p> <p>Promote the development of the service to provide more options to meet the needs of the bereaved</p>
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Dimensions of the role	
Financial	Non-financial
<ul style="list-style-type: none"> • Responsible budget manager for expenditure c£250,000 and income of c£500,000 • Setting or monitoring targets or budgets and their value • Accounting for income and expenditure 	<ul style="list-style-type: none"> • Emotional stress from the circumstances or behaviour or people • The impact of your decision making on customers • Implementing and enforcing regulations • Health and safety of staff and customers • The supervision and management of four employees • Checking and evaluating work of others • Provision of training, development and guidance

Person Specification

Qualifications and Training	Essential (E) or Desirable (D)	Application	Interview/ Assessment
ICCM Qualification in Cemetery Law and Cemetery Management.	D	X	X
Valid Full Driving Licence	E	X	X
A good standard of general education including 5 A - C GCSE Maths/English	E	X	X
External training in Burial Law, Cemetery Management. Exhumations	D	X	X
Operation of the Epilog Computer System (On the job training)	D	X	X
Knowledge and Experience			
Experienced in accurate record keeping with an attention to detail	E	X	X
Minimum of three years customer care experience within a statutory sensitive and challenging service	E	X	X
Computer literate, numerate and experienced in data entry and control	E	X	X
Experienced in keeping accounts	E	X	X
Experience in Managing Staff	D	X	X
Display a caring firm and sympathetic attitude to the public	E	X	X
Effective communication both written and verbal	D	X	X
Experience in enforcement of regulations	E	X	X
Skills			
Ability to make day to day service decision without senior officer support	E	X	X
Anticipate future demands in Cemetery Services and be proactive in implementing service improvements to meet customer and service demands	E	X	X
Ability to produce a business case for income generation and ideas on service savings and improvements.	E	X	X
Provide solutions to external/internal changes affected by new legislation	E	X	X
Display an excellent level of customer care.	E	X	X

Communication skills – written and oral	E	X	X
Working under pressure and to deadlines	E	X	X
Additional Requirements			
Positive attitude to on-going training to develop skills to meet the changing needs of the service.	E	X	X
Flexible and adaptable in order to respond to the demands of the service including occasional weekends	E	X	X
Provision of own vehicle.	E	X	X