



# HILLINGDON

LONDON

## Job Profile

<b>JOB TITLE:</b>	Cemeteries and Crematorium Team Leader
<b>GRADE:</b>	Scale 6
<b>POST NO:</b>	post specific
<b>JOB TIER:</b>	5
<b>CRB / ISA CHECK:</b>	none required
<b>GROUP:</b>	Residents Services
<b>SERVICE:</b>	Green Spaces, Sport and Leisure

### REPORTING STRUCTURE

<b>Reports to:</b>	Cemeteries and Crematorium Team Manager
<b>Direct Reports:</b>	none
<b>Indirect Reports:</b>	up to 6

### ROLE PURPOSE:

To ensure that all cemeteries, churchyards (where specified) and crematorium are maintained in line with the set quality standards

## A. Job Description

## **1. People Management**

- This role has supervisory responsibility for:
  - *Induction and on the job training of new employees*
  - *Regular monitoring and issuing of work*
  - *checking of work for quality and quantity*
- The postholder may be required to deputise for the Team Manager as and when required.

## **2. Resident & Community Contribution**

- To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.

## **3. Operational Service Delivery**

- To ensure sites are maintained in line with quality service provision, carrying out necessary works to maintain the site to an appropriate standard.
- To identify any acts of vandalism, or damage, make safe and to submit reports of such incidents to the Contact Centre/ Manager.
- To investigate and gather information on accidents to persons, including claims against the Council for personal injury or damage to property and to process insurance claims
- To make regular detailed written inspections of Cemeteries to the guidelines set out by Council Policy.
- To ensure all burials are undertaken in accordance to Health & Safety legislation and to COTS standards.
- To respond quickly to public enquiries as directed, and to submit written reports as necessary to the manager

## **4. Service Planning & Development**

- Maintain knowledge of the current Team Plan and understanding of own contribution in order to ensure delivery of this plan.

## **5. Financial & Resource Management**

- To demonstrate cost-consciousness and identify any cost effective changes to own way of working.
- To be responsible for ensuring that vehicle and machinery maintenance schedules are met and that vehicles are kept clean and serviceable at all times, in accordance with Council policies and legislation.

## **6. Continuous Improvement**

- To identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service for customers.

## **7. Contacts**

- Officers up to Service Manager level, Contractors, Residents, Friends, Voluntary and user groups and other Local Authorities

## **8. Additional Responsibilities**

- Complete other reasonable tasks in order to fulfil role, purpose or as instructed by management.

## **9. KEY PERFORMANCE INDICATORS**

- Delivery against agreed PADA objectives

# **B. Person Specification**

## Cemeteries and Crematorium Team Leader

This person specification will be used for recruitment to the **Cemeteries and Crematorium Team Leader** vacancy in LBH. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

<b>1. QUALIFICATIONS</b> (list)	<b>ESSENTIAL</b> <input type="checkbox"/>	<b>DESIRABLE</b> <input type="checkbox"/>
NVQ Level 2 in Horticulture or Conservation		<input type="checkbox"/>
COTS	<input type="checkbox"/>	
NPTC 360 and dumper		<input type="checkbox"/>
Good Standard of English and Mathematics	<input type="checkbox"/>	
<b>2. STATUTORY or ROLE SPECIFIC REQUIREMENTS</b> (describe)	<b>ESSENTIAL</b> <input type="checkbox"/>	<b>DESIRABLE</b> <input type="checkbox"/>
Able to work flexibly to meet the needs of the service	<input type="checkbox"/>	
UK drivers licence or equivalent		<input type="checkbox"/>
<b>3. EXPERIENCE</b> (describe)	<b>ESSENTIAL</b> <input type="checkbox"/>	<b>DESIRABLE</b> <input type="checkbox"/>
Previous practical experience in Cemetery operations	<input type="checkbox"/>	
Previous experience of undertaking administrative support functions	<input type="checkbox"/>	
Previous experience of working with the public, sometimes in challenging situations	<input type="checkbox"/>	
<b>4. KNOWLEDGE &amp; SKILLS</b> (list)	<b>ESSENTIAL</b> <input type="checkbox"/>	<b>DESIRABLE</b> <input type="checkbox"/>
Ability to write concise, accurate reports	<input type="checkbox"/>	
Ability to communicate with the public appropriately, using tact and understanding in order to deliver a quality service	<input type="checkbox"/>	
Ability to use standard ICT packages including word and excel	<input type="checkbox"/>	
An understanding of Health and Safety legislation and how it applies to Cemeteries and Crematoria.	<input type="checkbox"/>	
Ability to work on own initiative and plan working time effectively	<input type="checkbox"/>	
<b>5. COMPETENCIES</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>“Can do” positive attitude</b>	<input type="checkbox"/>	

Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking.		
<b>Takes responsibility and delivers results</b> Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions.	□	
<b>Team working</b> Acts as a role model to others in the team, sharing knowledge and experience when necessary, whilst respecting and valuing the contribution other team members' experiences can bring.	□	
<b>Communication</b> Demonstrates well developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences.	□	
<b>Customer Care</b> Develops contacts and relationships with customer/client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision.	□	
<b>Takes ownership of personal development</b> Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance.	□	