



HILLINGDON

LONDON

Job Profile

JOB TITLE:	Grave Digger
GRADE:	Scale 4
POST NO:	various
JOB TIER:	5
DBS / ISA CHECK:	none
GROUP:	Residents Services
SERVICE:	Green Spaces, Sport and Leisure

REPORTING STRUCTURE

Reports to: Team Leader

Direct Reports: nil

Indirect Reports: nil

ROLE PURPOSE:

To undertake grave digging and related duties within a cemetery, to the highest standard and level of customer care, ensuring work is carried out in a safe and compliant manner.

A. Job Description

1. People Management

- No direct supervisory responsibility however may be requirement to assist in induction and training of peers and new employees.

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

Specific Responsibilities:

- Regular maintenance of the grass
- Locating digging holes
- Digging holes with precise measurements
- Walk the procession to the holes
- Matting up the grave site
- Taking the excess soil away
- Shrub Maintenance
- Making sure the graves are safe until needed

Generic Responsibilities:

Safety

- Ensure health and safety excellence – champion a zero injury culture
- Maximise safety performance ensuring zero tolerance on non – compliant working.
- Create a positive safety culture where everyone works efficiently and safely, risks are mitigated and injuries and accidents to do not occur.

- Ensure all near miss and hazards are reported and all hazards removed from the working environment.

Customer Satisfaction

- Champion the interests of customers and be aware of their needs
- Create a culture where customers recognise and comment upon excellent performance.
- Demonstrate a proactive and professional internal and external customer relationship.
- Ensure programmed delivery of all work to standard and specification

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.

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

Internal: Staff at a commensurate level within the Green Spaces, Sports and Leisure services, and other staff within Residents Services

External: Members of the public, suppliers, funeral directors.

8. Additional Responsibilities

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

9. KEY PERFORMANCE INDICATORS

- To meet targets as defined
- Delivery of agreed PADA objectives

B. Person Specification

Grave Digger

This person specification will be used for recruitment to the **Grave Digger** 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.

1. QUALIFICATIONS	ESSENTIAL	DESIRABLE
(list)	((
Good standard of English and Mathematics	(
NVQ Horticulture (Landscape or Amenity) or equivalent		(
Certification in mechanical digging		(
Certification in Cemetery Operatives Training Scheme	(

2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL	DESIRABLE
(describe)	((
Ability to work in external sites and can traverse uneven ground, descend trenches, enter confined spaces and carry loads up to 10kg, unaided.	(

UK Driving licence or equivalent (

Willingness to wear PPE (

3. EXPERIENCE	ESSENTIAL	DESIRABLE
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(describe)	((
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Previous experience of following a works schedule	(
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Previous experience of working in a grave digging role	(
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Previous experience of working as part of a team	(
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Previous experience of towing trailers, machinery.	(
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4. KNOWLEDGE & SKILLS	ESSENTIAL	DESIRABLE
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(list)	((
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CS30/CS31	(
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Good working knowledge of Health and Safety Legislation as it applies to the role	(
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Ability to safely operate a broad range of ground maintenance powered machinery	(
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5. COMPETENCES	ESSENTIAL	DESIRABLE
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“Can do” positive attitude

Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of	(
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working or thinking.

Takes responsibility and delivers results

Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions. (

Team working

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. (

Communication

Demonstrates well developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences. (

Customer Care

Develops contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision. (

Takes ownership of personal development

Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance. (