

BEREAVEMENT SERVICES SUPERVISOR			
Reference No:	A5228		
Service:	Bereavement Services		
Job Family:	Planning, Property and Assessors	Grade:	FC6

Purpose
<p>Reporting to the Bereavement Services Lead Officer, post holder is responsible for assisting with the area delivery of the Bereavement Services function and related operations, ensuring the development and delivery of sustainable service provision at local Area/Ward level.</p> <p>Working in all weather conditions supervising a team and/or on occasion lone working undertaking associated work within cemeteries, churchyards and crematoria gardens.</p> <p>The post holder is expected to work with minimal supervision and to accept responsibility for the direction of the work of a team under their management.</p>

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Scheduling work and instructing team on day-to-day tasks and workload within a geographical area (i.e. prioritise workload, achieve targets). Ensuring matters relating to job completion. (i.e. specification details, aims and values) are timeously and efficiently carried out within the team.	<p>Experience of team management in a grounds maintenance or cemetery environment with knowledge of gravedigging and associated tasks.</p> <p>SVQ 3 or equivalent in Amenity Horticulture or relevant subject</p>	<p>✓</p> <p>✓</p>	

Role Profile

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	First level management qualification e.g. CMI SCQF level 6 Award in First Line Management (S6A1) or equivalent	✓	
Ensuring provision of 'hands-on' coaching with team members in methods of service delivery to encourage and maintain good practices.	Supervisory skills	✓	
Ensure compliance with audits, accident reporting, assisting in accident investigations and monitoring/investigating claims of avoidable damage, taking appropriate action. Providing management information as necessary.	Competent in taking action and key decisions	✓	
Responding timeously and effectively with customer/stakeholder enquiries, requests and complaints.	Customer service skills	✓	
Provide leadership and effective management to ensure high levels of productivity and quality outcomes. Manage annual leave and sickness requests to ensure continuity in work commitments scheduled.	Experience of team working participation in cross service working environments		✓
	Experience of a quality assurance system		✓
	Evidence of Leadership skills	✓	
Motivating colleagues to promote a flexible team work ethic.	Team working skills	✓	
Assisting in ensuring that operational facilities and resources are managed in accordance with the Service requirements with reference to health and safety, quality management systems and service planning.	Basic IT skills	✓	
Opening and closing facilities and undertaking associated keyholder responsibilities.			
Ensuring compliance in use with appropriate PPE required to carry out duties in a safe, efficient, and effective manner.	Moderate experience of team management in Bereavement Services or another relevant field	✓	
Ensuring that employees provide best value and quality service to end users and clients. (customer satisfaction). Assisting the investigation and resolution of complaints and requests for service. Taking appropriate remedial action as required.	Customer service skills	✓	

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Complying with all Service health and safety rules and procedures and ensuring accurate completion of any relevant documentation.	Awareness and compliance with Health & Safety and risk assessments	✓	
Using/operating equipment, tools and light plant including inspection, routine maintenance and cleaning e.g. chemical sprayers and other pedestrian controlled powered equipment.	Experience of using power tools e.g. hand-held pedestrian mower, hedge cutter, leaf blower, strimmer	✓	
Using chemicals and applying herbicides, recording, and controlling as per Service procedures.	PA 1 and PA6 AW spraying certificates PA2 Spraying Certificate		✓ ✓
Operating ride on or remote-control grass cutting machinery and ride on spray equipment. Competent driving vans and towing equipment.	Current driving licence Ability to drive/operate all relevant plant e.g. compact tractor, pick-up, van. Competent towing equipment	✓ ✓ ✓	
Operation and supervision of use of mini excavators and dumper trucks for excavation work including grave preparation and backfill, and any other works required.			
Ensuring general maintenance of cemeteries, churchyards and associated areas (e.g. grass cutting, hedge trimming, clearing leaves and litter, and general arboriculture work) are to the required standards.	Experience of ground care works	✓	
Carrying out environmental improvement works including, slab laying, fencing, drainage works, shrub and tree planting, and grass seeding operations.		✓	
Ensuring inspection and daily maintenance checks are carried out on vehicles and specialist equipment as per operational guidance, reporting any defects to Lead Officer.			
Where appropriate, ensuring there are adequate supplies of fuel and that fuel types are mixed correctly.			
Interpreting drawings, bills of quantities, and other work instructions for routine and non-routine works including gravedigging instructions,	Numeracy and literacy skills	✓	

E = Essential Criteria D = Desirable Criteria

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environmental improvements, etc. Interpreting plans and designs, ensuring excavations and associated activities are carried out to specified standards compliant with all health and safety legislation.			
Undertaking work involved in the erecting and dismantling of headstones including installation of new foundations as required through the inspection and make safe process for headstones.	Understanding of Health & Safety legislation	✓	
Inspection and make safe repair / dismantling of unstable memorials including recording the inspection and input to database through either mobile technology or hard copy recording.	Previous experience in ground maintenance and cemetery works	✓	
Identifying, and carrying out repairs as required or through in-house or external services, monitoring to agreed specifications specifically in relation to the operational duties within cemeteries and crematoria grounds.			
Ensuring the appropriate transfer and segregation of waste and recyclable materials within cemeteries and crematoria grounds for suitable disposal.			
Lead teams to ensure all duties executed properly associated with the preparation and reinstatement of a grave for burial and commemoration, including locate and prepare grave for funeral, carry out required duties during funeral service, reinstate grave following funeral. Assist with the conveyance of the coffin to graveside and lowering into grave.	Previous experience in ground maintenance and cemetery works. Awareness of Health and Safety, COSHH, Risk Assessment Implementation.	✓ ✓	
Undertaking regular inspections of work standards and take appropriate remedial action if standards are unsatisfactory. Check on equipment and associated service assets for obvious hazards, and potential failures. Keeping all appropriate records of inspections carried out.	Experience and knowledge of working within a health and safety conscious environment. Ability to understand and quantify risk.	✓ ✓	
Ensure all plans and records held remotely on site are maintained and updated with relevant information.	Working knowledge of legislation relative to Service requirements	✓	
Assisting the Bereavement Services Lead Officer at meetings with Councillors, external and internal partners.	Communication skills	✓	

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Undertaking all other duties as required for the role. Duties will be in line with the grade.			

Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:			
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Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required	
Before confirming appointment: You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.	
Additional Information – the following information is available:	Expected Behaviours
<ul style="list-style-type: none"> • Skills Framework (if applicable) • How we work matters 	<p>Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.</p> <p>Please refer to How We Work Matters Guidance to learn more.</p>

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