

BURIAL AND GROUNDS TEAM LEADER



Role Profile

Title	Burial and Grounds Team Leader	
Grade	GRADE F	
Reference:	N878	
Reports to:	Assistant Manager – Bereavement Service	
Work style Definition	Office based hot–desk/touch down worker	
Job Type:	Semi Professional	
Primary purpose of role	To supervise and lead a team across numerous sites. This will involve work planning in the short term and future, the planning and coordination of burials and cremations, developing a grounds maintenance plan and other grounds maintenance/activities. Providing assurance to the Bereavement Service management team that health, safety and wellbeing procedures are being followed.	
Key accountabilities and key measures	Role outcomes <ul style="list-style-type: none"> Day to day management across four cemeteries and two crematoria and five closed churchyards. (30%) Responsible for aspects of Health and Safety in the work place including undertaking Risk Assessment and ensuring they are up to date and staff comply. Looking for continually improvements to reduce risks with existing health and safety issues. (30%) Seek opportunities to generate income (10%) Maintain collaborative working relationships with internal and external partners to promote working together e.g. Street Services, Councillors, Funeral Directors, Clergy, Celebrants and the Ministry of Justice. (10%) Maintain and improve the competency and morale of the team in order to deliver 	Role measures <ul style="list-style-type: none"> Staff survey results evidence staff satisfaction with management and job satisfaction. Reduction in complaints received Reduction in incidents of Health and Safety An efficient and fit for purpose Burial and Grounds team across the sites. Improved customer satisfaction Achievement of compliance with the Health, Safety and Wellbeing Policy and associated Health and Safety Standards with no failed inspections or improvement notices from the HSE.

	<p>excellent customer service. (10%)</p> <ul style="list-style-type: none"> Be responsible for developing and maintaining suitable procedures and controls and keeping them up to date. (10%) 	
Key activities	<ul style="list-style-type: none"> Management of operational staff: to include performance management, training, recruitment and allocation of work resources and equipment. This will include people management responsibilities e.g. managing attendance, annual performance reviews, and regular review discussions. (15%) Motivate the team to deliver excellent, efficient customer service. (5%) Responsible for aspects of Health and Safety in the workplace including undertaking Risk Assessments and their annual review. Knowledge of Codes of Practice in the service area, ensuring that a safe working environment is maintained at all times by implementing and monitoring in accordance with corporate Health and Safety guidelines and promoting a positive Health and Safety at work attitude throughout the service area for both our staff, customers and general public. (15%) Responsible for maintaining up to date knowledge of the latest policy, statutory rules and regulations for service delivery. Ensure that the Bereavement Service management team are kept apprised of developments. (10%) Dealing with customer feedback/complaints ensuring resolution within the set corporate service level agreements (5%) Supervise the provision of memorial products (5%) Lead on ad-hoc projects to ensure the ongoing development of the service. (5%) Ensure customer standards are adhered to at all time (5%) Demonstrate duties to new staff when required and act as a mentor for staff. (10%) Co-ordinate the maintenance, servicing and replacement of all equipment and plant. (5%) Ensure that all laws, codes of practice and procedures relating to burial and cremation are followed. (5%) Undertake driving duties and all safety checks on vehicles and plant prior to use. (5%) Act as a point of contact and deal with any enquiries from members of the public, Funeral Directors, clergy and contractors (5%) Support the Team Leader Crematorium (5%) Carry out other duties appropriate to the grade of the post 	
Essential qualifications/ knowledge	<ul style="list-style-type: none"> Good Knowledge of Health and Safety legislation and practice Knowledge of using associated machinery (excavating and grave digging and grounds maintenance equipment) 	

	<ul style="list-style-type: none"> ▪ Either 2 GCSE's Grade A-C in English and Maths OR Literacy and numeracy commensurate with the grading of the post. ▪ Full driving license ▪ Working knowledge of the relevant legislation and codes of practice relating to Burial and Cremation.
Desirable qualifications/ knowledge	<ul style="list-style-type: none"> ▪ Experience of grave digging and burial ▪ ICCM (Institute of Cemetery and Crematoria Management) Cemetery Qualification. ▪ Qualified to use mechanical excavators ▪ Capable of operating all grounds maintenance equipment used in the service ▪ IOSH qualification or working towards it.
Essential experience	<ul style="list-style-type: none"> ▪ Manage workload and resource conflict to ensure adequate cover at all times ▪ Experience of working with the public in a service or in situations of a similar sensitive nature, as the post holder will have contact with bereaved people/families, be present at burials and work with human remains. ▪ Experience of work planning of own and a team across various sites to ensure resources are in place to deliver service needs. ▪ Proven track record of driving through change and improving working practices
Desirable experience	<ul style="list-style-type: none"> ▪ Working within a Local Authority
Essential skills	<ul style="list-style-type: none"> ▪ The ability and experience of working autonomously to develop implement and review operational changes and service improvements to drive service efficiencies, improved performance and meet corporate objectives. ▪ Day to day supervision and task management of staff ▪ Planning skills to ensure resources are allocated to optimise the smooth and effective running of the service, to plan and make recommendations for operational changes which require the ability to problem solve and be practical when identifying solutions to ensure planned delivery of work. ▪ Ability to manage, adapt and prioritise own workload and that of their staff, when priorities and pressures are changed often within short timescales. ▪ Ability to interpret relevant legislation for the service and apply same to the operational service. ▪ Excellent interpersonal and communication skills are essential to deal with staff, customers, internal and external agencies and these situations can sometimes be sensitive. ▪ Experience of budgetary controls to support financial spend in the team.

	<ul style="list-style-type: none">▪ Driving skills required to drive all vehicles and plant associated with the service.▪ Effective IT skills including Microsoft Office, Excel and PowerPoint▪ Be change ready, with an eye on the horizon to anticipate opportunities and challenges and able to adapt and flex as necessary.
Corporate standards <ul style="list-style-type: none">▪ In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance.▪ Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures.▪ Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures.▪ Undertake all duties with due regard to the corporate equalities policy and relevant legislation.	