

Job Description and Person Specification



Job Description

Job Title	Burial Supervisor
Grade	4 + 4 increments (Saturday working)
Service	Bereavement Services
Reports to	Senior Burial Supervisor
Location	Canley Cemetery and/ or any of the City Cemeteries
Job Evaluation Code	C6926D



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



About the Service your team will provide

Purpose of the role / Output

Under the general direction of the Senior Burial Supervisor and having due regard for the needs of the bereaved, be responsible for the supervision of a burials, inspect memorials fitted under the Bereavement services Permit for Memorialisation scheme and locate and identify graves from maps. Provide a caring and efficient burial service and to represent the service to a range of stakeholders.

Main Duties & Key Accountabilities

1. Ensure that all the cemetery functions are carried out in accordance with the provisions of the Local Cemeteries Order 1977 and appropriate codes of practice/conduct.
2. Planning of work and ensuring that the planned work is carried out to the required standards in terms of quality and output.
3. Assist the Senior Burial Supervisor with the administrative processes required to allocate and identify graves. This includes ensuring burial records are maintained in accordance with the legislation and where necessary assist in the production of new grave plans/maps.
4. Provide daily supervision to contractors and be responsible for ensuring that anyone working on a grave space is working on the correct grave space while adhering to SSOW and Risk assessments in place.
5. On behalf of the City Council, ensure that every burial is carried out in accordance with the client's instructions.
6. Liaise with funeral directors and clergy escorting the funeral cortege to either chapel or grave location, staying in attendance until the mourners leave the graveside.
7. Liaise with the bereaved, funeral directors, stonemasons and clergy in a sympathetic and professional, caring way with regard to general queries, complaints and special requests.
8. Assist in managing the Memorial Masons Registration scheme, measuring memorial mason compliance and administering sanctions.
9. Undertake grounds maintenance duties and excavation work as and when required.
10. Conduct regular memorial safety inspections and assist with data entry when required.
11. Ensure that all equipment/plant is maintained and repaired.

12. Undertake Scattering of Ashes.
13. Crematorium Chapel Duties and assisting with the collection of Ashes.
14. Any other duties and responsibilities within the range of the salary grade.

Core Knowledge

- Statutory requirements relating to the Burial Service.
- Code of Burial Practice.
- Charter for the Bereaved.
- Grounds maintenance practices and operating machinery/plant effectively.
- Health and Safety in cemeteries.
- Principles of customer care

Key relationships

External

Bereaved families and members of the public, ministers, funeral directors, stone masons, agency works, trainers and tutors

Internal

Work colleagues in other service sections, Directors within the Authority, Councillors, Health surveillance officers.

Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder:

N/A

Person specification

Job Evaluation Code	C6926D
Knowledge	
<ul style="list-style-type: none"> • Statutory requirements relating to the Burial Service. • Code of Burial Practice. • Charter for the Bereaved. • Grounds maintenance practices and operating machinery/plant effectively. • Health and Safety in cemeteries. • Principles of customer care. • GDPR awareness and understanding 	
Skills and Abilities	
<ul style="list-style-type: none"> • Effective management of contractors. • Effective organisational skills to achieve day-to-day management of cemeteries. • Able to deal tactfully and sympathetically with bereaved people. • Able to communicate effectively, orally and in writing, including the preparation of draft reports relating to complaints. • Able to listen, impart and locate information. • Able to represent the service when seeing in funerals, at memorial services and open days. • Have a flexible approach to work. • Able to operate grounds maintenance equipment safely. • Able to manage sensitive data accurately. • Able to work outdoors in all weather conditions 	
Experience	
<ul style="list-style-type: none"> • Previous experience of working in Bereavement Services or funeral industry / service • Prioritising and organising workload 	
Qualifications	
<ul style="list-style-type: none"> • Be prepared to study for ICCM COTS course. 	
Special Requirements	
<ul style="list-style-type: none"> • Possession of a current clean driving licence. • Shift pattern – Tuesday – Saturday working (inc.) 	

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