

Job Description and Person Specification

Role: Senior Burial and Estate Supervisor (North)



Job Description

Job Title	Senior Burial and Estate Supervisor (North)
Grade	5
Service	Bereavement Services
Reports to	Burial & Estates Manager
Location	Jackson Road Depot - any Coventry City Council administered cemetery
Job Evaluation Code	C6928D



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

Under the general direction of the Burial and Estate Manager and having due regard for the needs of the bereaved, be responsible for the supervision of a Burial and Estate Supervisor and a team of cemetery operatives. Providing a caring and efficient burial service, well-co-ordinated, planned and effective estate and grounds maintenance service and to represent the service to a range of stakeholders.

Main Duties & Key Accountabilities

Core Knowledge

1. Supervise the delivery of an integrated burial and estate management service across all cemetery sites, deploy and supervise the Burial and Estate Supervisor and a team of cemetery operatives, resolve any operational issues to ensure work schedules are completed and priorities are met on a daily basis.
2. Ensure all cemetery functions are carried out in accordance with the provisions of the Local Authorities Cemeteries Order 1977 (LACO) and all appropriate codes of practice /conduct.
3. Responsible for the administrative processes required to allocate and identify graves. This includes ensuring burial records are maintained in accordance with the legislation and financial transactions and the production of electronic grave plans.
4. On behalf of the City Council, ensure that every burial is carried out in accordance with the client's instructions, liaising with funeral directors and clergy escorting the funeral cortege to either the chapel or grave location, staying in attendance until the mourners leave the graveside.
5. Ensure that both burial and estate maintenance service standards, and service level agreements are met by undertaking daily inspections, assessing achievement and performance against standards identifying where improvements can be made and implementing improvement action plans.
6. Ensure the effective deployment and use of vehicles plant and equipment along with security and good housekeeping of equipment and stores, maintain up to date and accurate inventories and ensure equipment is maintained and repaired efficiently to manufacturer requirements.
7. Ensure the safety and wellbeing of all employees in the execution of their duties, by developing safe methods of work, and that unnecessary risks are minimised and compliance by teams.
8. Liaise with the bereaved, funeral directors, stonemasons and clergy in a sympathetic, caring way regarding general enquiries, Complaints, special requests and family historical searches.
9. Attend appointments with stonemasons ensuring compliance with the Memorial Masons Registration Scheme and Bereavement Services permit

regulations, raising non-compliance concerns with the mason and enforcing remedial action if required.

10. Conduct regular memorial safety inspections as and when required.
11. Supervise, motivate, train and develop the Burial and Estate Supervisor and Estates Maintenance & Gravedigging Operatives to meet service objectives and maximise performance; set objectives for teams and individuals, monitor and manage performance providing guidance and support as required
12. Assist in the application of HR policies and procedures e.g. recruitment, regular staff performance reviews, 1 to 1's, Appraisals, induction, enabling attendance, grievance and disciplinary issues.
13. Contribute towards the management of Bereavement Services by attendance at operational meetings and stakeholder meetings as appropriate to assist with the delivery of service objectives, disseminating information to the staff as and when required.
14. Provide support in the absence of the Senior Burial and Estate Supervisor (South) to ensure continued delivery of burial services and estate management.
15. To provide crematorium chapel cover as and when required.
16. Any other duties and responsibilities within the range of the salary grade.

Key relationships

External	Internal
Bereaved families and members of the public Funeral Directors Stonemasons Mechanics Ministers	Other officers in different Bereavement Services department Directors, Councillors and Senior Level Management Other CCC officers and support workers

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: x1 Burial Supervisor (North), x4 Estate Maintenance and Grave Digging Operatives, x1 Estate Maintenance, Grave Digging and Gates Operative

Person specification

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Knowledge	
Types and use of mechanical grass cutting equipment, pedestrian mowers and gardening equipment	
Seasonal grounds maintenance requirements.	
Statutory requirements relating to the provision of Burial Services (Local Authority Cemeteries Order 1977)	
Routine vehicle maintenance requirements.	
High level of horticultural understanding	
Charter for the Bereaved (ICCM) & Code of Burial Practice	
Health & Safety at Work Act	
Basic IT awareness and skills	
Principles of effective supervision including formal HR practices, motivating and mentoring	
Understanding of the principles of customer service /care.	
Skills and Abilities	
Able to work to deadlines within guidelines set by the management.	
Able to deal sympathetically and courteously with visitors to the cemetery.	
Able to apply the City Council's Equal opportunities Policy.	
Able to work as part of a team and lead by example	
Able to travel to various sites throughout the city using a council vehicle.	
Ability to motivate, train and develop team members	
Effective interpersonal, verbal and written communication skills	

Able to represent the service when seeing in funerals, at memorial services and open days
Have a flexible approach to work and have proven negotiating and influencing skills
Ability to plan, organise, prioritise and delegate appropriately
Ability to problem solve and formulate contingency arrangements.
ICT literate or willing to work towards acceptable competency.
Supervising teams of people, including planning and organising work activities
Previous experience of working within a Bereavement Service environment or similar
Qualifications
Formal supervisory training or equivalent qualifications
Service specific qualifications, e.g. Certificate of Technical Competence
Work towards completing COTTS
Working towards Completing excavator training
Council Defensive Driving Course (to drive Council vehicles – Truck with trailer)
Able to use a dumper (possess or work towards)
Special Requirements
Possession of current driving licence
Prepared to study for the courses in the Education section.
Any future training which is commensurate with the post.

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