Job Description

Job Title: Cemetery Grounds Supervisor
Post No: 
Grade: D
Division: Bereavement Services
Location: Bouncers Lane, and all other Cemeteries Under Management of Bereavement Services
Responsible to: Operations Manager
Responsible for: Cemetery Operatives - Gravedigger/Gardeners - Temporary/Casual/Agency Staff

Part A: Job purpose
The supervision, and direction, of the operational ground staff and temporary/seasonal staff, reporting directly to the Operations Manager

The maintenance of all cemetery grounds under management of Bereavement Services and the disposal of the dead by either burial or cremation.

The post holder must at all times maintain respect for the bereaved and do all that is practicable to help with their needs.

The post holder will support the Council in terms of the areas of activity listed within Part C.

This job description operates in conjunction with the Council constitution including the scheme of delegations.

Part B: Key result areas

1. Own personal management and development
   a) To be responsible for ensuring personal health and safety by following safe systems of work, and by meeting the requirements of the health and safety policy.
   b) To ensure that the Council’s equal opportunities policies are followed and actively practice social inclusion within own area of service.
   c) To read and respond to corporate communications and information which is disseminated.
   d) To participate in the Council’s agreed performance appraisal system.

2. Professional / technical
   a) Maintain personal professional/technical competence within the service area in part C;
3. Other responsibilities

a) To ensure personal compliance with the Data Protection Act, Freedom of Information Act, Regulation of Investigatory Powers Act (RIPA) and any other specific legislation that impacts upon, and exists to protect, the corporate health of the organisation, whether relating to personnel management or service delivery.

b) To comply with all aspects of the corporate health, safety and welfare policy.

c) To carry out any other duties that may be required commensurate with the general level of responsibility for the post.

Part C - Main Duties and Responsibilities

1. Cemetery Operational Tasks

a. The supervision/direction of all operational ground staff and any seasonal/temporary contractors ensuring compliance with all corporate health, safety and welfare policies.

b. Grass care and maintenance.

c. To carry out hard and soft landscaping works.

d. To level graves and seed as necessary.

e. The sweeping of hard surfaces, the removal of any moss/weeds, clearance of leaves/litter, removal of old floral tributes and the emptying of litter bins.

f. To carry out memorial safety inspections and making safe as required.

g. To fix/remove memorial plaques, ensuring all plaques fixed are in the right location and are in good order. Making repairs to kerbing as required.

h. The general maintenance and upkeep of all cemeteries under management of Bereavement Services.

i. To carry out all aspects of grave digging duties. This will include: The disposal of the dead by burial in accordance with various burial acts and orders and with local regulations, and with due regard to health and safety at work act.

j. To dig graves either by hand or with use of machinery and to ensure the accurate identification of graves from information supplied from the cemetery office.

k. To ensure that graves are backfilled and left in a neat and tidy condition in accordance with the cemeteries good practice guide.

l. To provide cover when required in the crematorium. These duties will include: The disposal of the dead by cremation in accordance with the Code of Cremation Practice and such other regulations both statutory and local.

m. The monitoring of cremators and all ancillary equipment carrying out routine maintenance, minor repairs and report all defects.

n. Accurately maintain records and check all paperwork relating to all funerals and cremated remains.
o. Prepare chapels for funerals and attend to each service’s requirements such as playing recorded music. *(may be required in the event emergency cover is needed)*

p. To keep in touch with current practice and changes in legislation.

q. To ensure all graves are dug to the depth required and are in the correct location. This is to include the checking of all burial and interment tickets issued.

2. **Equipment and Machinery**

a. To drive and operate all vehicles, plant and machinery in accordance with the manufacturers’ instructions and established good practice.

b. To perform and record all required safety checks, reporting any faults to the Cemetery Operations Manager.

c. Monitoring of and the operation of all cremators, and all ancillary equipment, carrying out routine maintenance, minor repairs and the reporting of all defects.

3. **Responsible for physical resources and budgets allocated to the unit.**

a. No budget responsibility.

b. To ensure all resources (including IT hardware and software) are used safely, legally and efficiently.

4. **Safety Duties**

a. To comply with the Health and Safety at Work Act Policy Statement in respect of the Landscape Section and all other regulations applicable to horticultural activities.

5. **General**

a. To participate in training programmes and to attend courses as required.

b. To assist funeral directors, stonemasons, ministers and the public with their enquiries in a polite and helpful manner, referring them to the Cemetery office if further information is required.

c. To carry out any other duties of a similar nature as directed by management.

d. Assist in maintaining good internal and external relations, and ensuring the Cremation and Burial service demonstrates care and respect for its customers and is responsive to their needs.

e. Must have a flexible approach to working hours as overtime/unsociable hours may be required to meet business needs.
CHELTENHAM BOROUGH COUNCIL

PERSONNEL SPECIFICATION FORM

Applicants Please Note: You may retain this form for your information.

<table>
<thead>
<tr>
<th>Date: 20.02.2014</th>
<th>Division: Bereavement Services</th>
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<tbody>
<tr>
<td>Job Title: Cemetery Supervisor</td>
<td>Grade: D</td>
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<td>Drawn up by: Ben Jenkins</td>
<td>Signature:</td>
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<thead>
<tr>
<th>CRITERIA</th>
<th>Assessment Code</th>
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| **A. Skills and Abilities**  
(including basic, technical, communication, managerial skills, skills dealing with people, etc) | |
| 1. Must be a proactive supervisor with a positive attitude and customer focussed approach to work | S/I |
| 2. Ability to undertake grounds maintenance operations | S/I |
| 3. Ability to deal with the bereaved in a calm, polite and sympathetic matter | S/I |
| 4. Ability to work under pressure and within restricted timescales | S/I |
| 5. Ability to undertake physical manual activities e.g. cremator operation, grave-digging, grounds maintenance and hard landscaping work | S/I |
| 6. Able to work outside in all weathers | S/I |
| 7. Work with high degree of accuracy, precision and care | S/I |
| 8. Willing to work flexible and additional hours when required to maintain the service | S/I |
| 9. Ability to supervise all staff including temporary, casual and agency staff | S/I |
| 10. Ability to communicate with and direct contractors as required e.g. memorial masons | S/I |
| 11. Ability to meet and liaise with ministers, organists, mourners and all other visits to the crematorium | S/I |
| 12. Ability to organize and delegate work on a daily basis | S/I |
| 13. Ability to check all paperwork and forms related to burials and cremations are correct | S/I |
## B. Knowledge

1. Possess experience of horticulture  
2. Possess knowledge of vehicles, plant and machinery for use within a parks / cemetery environment  
3. Have basic knowledge and understanding of health and safety requirements within grounds maintenance  
4. Knowledge of the burial process  
5. Possess good literacy and numeracy skills

### CRITERIA

<table>
<thead>
<tr>
<th>Assessment Code</th>
<th>Descriptors</th>
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### CRITERIA

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<th>C. Work Related Experience (including voluntary/unpaid work)</th>
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| 1. Horticultural/landscaping experience  
2. Work in a cemetery or bereavement environment |

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<td>S/I</td>
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### D. Qualifications - for which there is a legal/professional requirement

1. None

### E. Circumstances

(1. Cheltenham Borough Council operate a no smoking policy in Council owned properties (including vehicles)  
2. Occasional out of hours working required  
3. Flexible approach to work patterns  
4. Full, clean driving licence

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### F. Desirable Criteria

(1. Cheltenham Borough Council operate a no smoking policy in Council owned properties (including vehicles)  
2. Occasional out of hours working required  
3. Flexible approach to work patterns  
4. Full, clean driving licence

### Criteria Assessment Code Descriptors

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<tr>
<th>S</th>
<th>To be assessed at shortlisting for interview</th>
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<tr>
<td>I</td>
<td>To be assessed at interview</td>
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<tr>
<td>T</td>
<td>To be assessed by test. (If selected for interview all candidates will be sent further details of this.)</td>
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### FOR OFFICE USE ONLY

**Verification Statement**

I confirm that this Personnel Specification has been approved by:

Name:  
Designation:  
Signature:  
Date of Approval:  

This statement must be completed before the form is sent to Human Resources