

JOB DESCRIPTION

Job Title	Crematorium and Cemeteries Supervisor		
Directorate	Regulatory & Operations		
Reporting to			
Grade	12		
Evaluation ref:	TR0268	Job Family ref:	
Role Purpose			
<p>Responsible to the Bereavement Services Manager for the effective and efficient management and development of the crematorium, amenities and associated grounds in line with the directives and guidance delivered by the Bereavement Services Manager, while adhering to the codes of practice, current statutory legislation and Somerset Council's policies and procedures.</p> <p>Trained and competent in all aspects of the Crematorium and cemeteries. This will include training towards the FBCA Cremators licence, conversant and able to support with all administration and financial procedures, and sound knowledge of grounds maintenance and procedures.</p> <p>Supervise the facilities in the context of council policies and initiatives and in accordance with the principles of performance management and ensuring an effective 'customer' focused approach.</p> <p>Responsible to the Bereavement Services Manager for the provision of a burial and cremation service, which offers a first line response to a wide variety of individuals who need to be treated in a sensitive and compassionate manner.</p> <p>Responsible for making recommendations for service improvements, to the Bereavement Service Manager and making 'on the spot' decisions with regard to work schedules and priorities in order to deliver a quality service.</p> <p>Responsible for covering any team absences, in order to maintain operational need and deliver a quality provision at all times.</p> <p>Responsible for developing and maintaining high standards of service delivery, through the motivation and management of staff in an efficient and effective manner.</p> <p>Establish and maintain effective liaison arrangements effectively with other Council departments, public and private sector organisations to ensure effective relations and joint working practices are maintained at all times.</p> <p>Responsible for the effective supervision, development and motivation of staff.</p>			

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Accountabilities

Responsible for the day-to-day operational management of all activities within the crematorium and cemeteries, including the management and development of the associated team to ensure that all relevant council and statutory policies and procedures are maintained.

Ensure that all staff at the crematorium and cemeteries work within the established principles and guidelines for burial and cremation and ensure operational compliance with all legal protocol and approved standards of operations.

Responsible for the development and implementation of standard operating procedures for work within the crematorium and cemeteries ensuring compliance and adherence with any statutory regulations.

Responsible for the receiving and overseeing of funeral services at the crematorium and cemeteries, liaising with service users, which include but not limited to, funeral directors and officials, clergy, lay speakers, the bereaved, community representatives, Registrars for Births, Marriages and Deaths, medical referees, Doctors and Coroners.

Assist the Bereavement Services Manager in developing and preparing inclusive business and management plans for the facilities under the control of post holder, in line with the relevant departmental and corporate plans including the development of programmes and procedures to achieve quality awards for example ICCM, FBCA and other relevant industry standards.

Ensure the operation of the crematorium is carried out in accordance with the provisions of the Code of Cremation Practice, The Pollution Prevention and Control (Industrial Emissions) Regulations (Northern Ireland) 2013, Guidance notes and Amendments, the Cremation Acts and Regulations, as well as any other appropriate legislation in the future.

Ensure that the requirements of the Pollution Prevention and Control Regulations are met through effective liaison with the relevant statutory authorities for the Crematorium and Cemeteries.

Manage the day-to-day operations at the crematorium and cemeteries to ensure continual maintenance and development (as directed by the Bereavement Specialist Operations Manager) of the grounds, to the highest standard.

Manage service provision at the Crematorium and cemeteries, including the ordering and requisitioning of essential goods and services as required.

Ensure that all mandatory health and safety policies, COSHH, manual handling, risk assessments and accident reporting procedures are implemented and adhered to at the crematorium and cemeteries, liaising with the Health and Safety Officer and other key council personnel as necessary.

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Ensure the Crematorium Operatives are trained in the operation of equipment and procedures within the Crematory, Chapel, Grounds and Cemeteries and to assist in ensuring all staff complete mandatory training.

Responsible for managing memorial safety operations, ensuring that memorial inspections and temporary make safe repairs are conducted, that monuments and headstones maintained to the current relevant legal requirement and for communicating with families that are responsible for repairs.

Manage the systems and working environment of the office facilities and any web casting and music provision service on site, ensuring a professional and competent service is maintained to service users.

Responsible for the implementation and management of all current memorialization schemes at the Crematorium and cemeteries.

Responsible for receiving, recording and dealing with complaints at the appropriate level before passing them onto the Bereavement Specialist Operations Manager for further investigation.

Liaise with Property Maintenance team and external contractors as required to report defects and breakdowns and ensure the maintenance and repair of the building and equipment.

Collate information regarding breakdowns in machinery and vehicles and process through the council's established procedures.

Maintain effective liaison arrangements with council departments and public and private sector organisations to ensure effective joint working.

Assist in the monitoring of emerging issues and approaches.

Organise and manage events and tours within cemeteries and Crematorium making sure, operational requirements are carried out efficiently and effectively in accordance with health and safety requirements and risk assessments, as appropriate.

Assist the Bereavement Specialist Operations Manager with business continuity and excessive death planning processes for the crematorium and cemeteries.

Deputise for the Bereavement Services Manager in their absence.

Provide advice to users and potential users of the Crematorium and cemeteries with regard to the 'Charter for the Bereaved' and in line with the Bereavement Services Policy and Procedures.

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Ensure all Crematorium and Cemetery teams comply fully with the rules and regulations of Somerset Council. Reporting all disciplinary breaches or concerns directly to the Bereavement Specialist Operations Manager. Delivering the timely and effective handling of all employee grievances to the Bereavement Specialist Operations Manager.

Responsible for the collation, development and maintenance of appropriate records to meet statutory requirements and process all burial and cremation reports.

Ensure accurate and timely production of all information required for the council and assist the Bereavement Specialist Operations Manager in the production of Committee reports on matters relating to the Crematorium and Cemeteries.

Respond to and in line with personal safety issues, to any alarm or emergency calls as a named person at the Crematorium, in accordance with the list of priority to call.

Motivate and manage all staff assigned to the post holder to ensure effective service delivery.

Participate in all induction and in-service training provided by Somerset Council and in the induction and support of all newly appointed staff and other human resource management procedures as appropriate.

Participate as directed in the council's selection interview programme.

Act in accordance with the council and departmental policies and procedures including customer care, equal opportunities, health and safety, safeguarding and any other policies and procedures assigned by Somerset Council.

Undertake the duties in such a way as to enhance and protect the reputation and public profile of Somerset Council.

Undertake such other relevant duties as may from time to time be required.

Knowledge / Experience / Skills

	Essential	Desirable
Knowledge		
Knowledge to assume operational responsibility for the Crematorium / Cemeteries and Grounds as required, and provide cover, including deputising for the Cemeteries and Crematorium Bereavement Services Manager in their absence.		X

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Knowledge of health and safety principles and responsibilities relevant to a Crematorium and Cemetery setting.		X
Experience		
Working in an environment which deals with bereavement issues.		X
Undertaking administrative and cash handling duties within a business environment.		X
Using information technology software such as Microsoft Office, or equivalent packages.		X
Qualifications / Registrations / Certifications		
Cremator Certification by the FBCA.		X
Topple Stone Testing by City & Guilds.		X
Skills		
Team working skills: the ability to work on own initiative and as an effective team member encouraging day-to-day working by the team and the joint achievement of goals.	X	
Communication and interpersonal skills: the ability to provide information, advice and guidance to the public and other members of staff and the ability to communicate effectively both orally and in writing.	X	
Organisational and work planning skills: the ability to effectively plan and prioritise tasks to achieve team objectives	X	
Information technology skills: the ability to use a range of standard office packages and finance packages.	X	
Organisational and work planning skills: the ability to effectively plan and prioritise tasks to achieve team objectives.	X	
Working Conditions		
Dimensions of the role		

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Working Arrangements
Somerset Council's Dynamic Working Strategy will be applied to this position.
Corporate Accountabilities
Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.

Date: