

**Manchester City Council**

**Role Profile**

**Cemetery Worker Grade 5**

**Bereavement Services, Growth & Neighbourhoods**

**Reports to: Cemetery Supervisor**

**Key Role Descriptors**

The role holder will act as a member of a large team and contribute to the delivery of burial, cremation, memorial, grounds maintenance and other infrastructure functions within the Council’s cemeteries.

The role holder will deliver a range of flexible, planned and responsive operational services for the bereaved, visitors and other stakeholders.

The role holder will provide high quality, customer focused, flexible and timely operational services within the Council’s cemeteries.

**Key Role Accountabilities:**

Effectively and efficiently deliver a wide range of operational and environmental duties in relation to the delivery of burial and cremation services. Duties include: grave digging, cremator operation, grounds maintenance, horticulture and memorial safety functions, all carried out to agreed standards and performance management targets.

Use a range of mechanical equipment and tools to undertake duties, ensuring that they are operated and used in a safe and appropriate manner, including the cemetery cremators ensuring all legislation in relation to emissions is adhered to.

Ensure that any vehicles or mechanical equipment used is checked on a daily basis, kept clean and any defects reported.

Work effectively with colleagues and key stakeholders including Funeral Directors and bereaved families, to develop and maintain effective relationships that will support the delivery of a customer focused seamless service.

Assist with the training and development of team members to ensure that staff are equipped to carry out their work to the highest standards in a safe and efficient manner.

Deal effectively with requests for service within designated timescales, respond to all queries in an efficient and courteous manner, using sensitive and responsive skills to deal with problems or questions appropriately.

Apply a range of knowledge, technical expertise and skills to safeguard visitors and stakeholders.

Actively participate in community engagement, working with community groups so they play a key role in the delivery of the service. Support projects with work placement opportunities to develop the skills of residents.

Undertake duties in a safe and responsible manner, in accordance with established Health and Safety requirements, legislation and City Council policies, practices and procedures.

Effectively complete basic work related documentation and interpret plans and instructions.

Personal commitment to continuous self development and service improvement.

**Where the role holder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all duties of the job. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**Role portfolio: Cemetery Worker (grade 5)**

**Bereavement Services**

Bereavement Services deliver in the region of 3,000 burial and cremation services each year in the Councils five cemeteries and one crematorium. The Cemetery Worker role sits within the Infrastructure Team which provides cemetery & crematorium management and delivery of the burial and cremation services and grounds maintenance function for five cemeteries within Bereavement Services.

The Cemetery Worker role covers all duties relating to burials, cremations, grounds maintenance, horticulture and memorial safety testing, across a number of sites. Cemetery Workers are expected to undertake all duties as required by the service, and will be expected to work as required at any of these sites:

* Blackley Cemetery & Crematorium
* Philips Park Cemetery
* Gorton Cemetery
* Manchester General Cemetery
* Southern Cemetery

The role holder will be required to understand and keep up to date with Council policies, and legislation and procedures that are specific to the role, and to undertake necessary training and development regularly to ensure they are compliant. The role holder will also be expected to support the training and development of new staff.

Cemetery Workers will support service delivery in relation to the following tasks, ensuring duties are carried out in the most efficient way, and that the service is delivered and maintained to a high standard:

* preparing graves for burials and supporting burial services
* operating cremators and carrying out the full cremation process
* carrying out a variety of grounds maintenance and horticultural duties
* providing front of house crematorium chapel duties
* undertaking tasks relating to memorial safety testing

The post holder will provide a sensitive, professional and tactful service to a range of customers which will include funeral directors and bereaved families, and should be able to communicate with sympathy, sensitivity, tact and professionalism.

The role requires the post holder to drive fleet vehicles and operate drive on and manual equipment and machinery such as diggers, mowers and power tools. The role holder will be required to hold a clean driving license.

The Infrastructure team is required to work alongside other teams across all cemeteries and the crematorium, to coordinate and communicate tasks ensuring smooth and efficient delivery of the service. Strong team work and communication skills are essential, as is the ability to work proactively and use initiative and quick thinking to resolve problems.

Bereavement Services actively participates in community engagement, working with community groups and Friends groups who play a key role in the delivery of the service, in line with the Our Manchester Strategy. The role holder will be required to be proactive in encouraging schemes to minimise carbon, support community and Friends involvement and increase biodiversity.

This is primarily an outdoor based role, with significant physical demands working in extreme outdoor conditions.

**Key Competencies and Technical Requirements**

**Our Manchester Behaviours**

* We are proud and passionate about Manchester
* We take time to listen and understand
* We ‘own it’ and we’re not afraid to try new things
* We work together and trust each other
* We show that we value our differences and treat people fairly

**Generic skills:**

* **Communication:** Ability to communicate clearly, concisely, accurately and in ways that promote understanding.
	+ - **Interpersonal Skills:** Ability to advise others and deal with sensitive issues in difficult situations inside and outside own area, influencing and negotiating when required.
* **Planning and Organising:** Demonstrate the ability to organize multiple tasks in the most effective way, and allocate time and energy according to task complexity and priority in order to meet deadlines.
	+ - **Problem Solving and Decision Making:** Is able to make effective decisions on a day-to-day basis, taking ownership of decisions, demonstrating sound judgement in escalating issues where necessary, be logical in thinking and explain reasoning behind decisions or actions taken.
		- **Analytical:** Ability to engage with stakeholders to identify information needs and to know how to go about obtaining the relevant information.

**Technical requirements (Role Specific)**

* Ability to use mechanical equipment and physically able to lift and carry equipment and materials.
	+ Flexibility to work shifts, unsocial hours, including weekends, bank holidays and evenings to meet the needs of the service.
	+ Flexibility to work across all Council Cemetery locations within Manchester as required.
	+ Commitment to work towards ICCM, FBCA and other industry standards and willingness to attain accreditation to operate cremators as required by the service.
	+ This position will require the post holder to drive a range of council vehicles (including Excavators, Dumpers, Lawnmowers, Mechanical. For these posts it will be necessary to hold a clean current driving licence.