

Job Vacancies



TEAM LEADER (CEMETERY AND CREMATORIUM)

**Grade 10, Salary £36,646 to £38,223 per annum
Full-time, 37 hours per week**

We are looking for an experienced person to help deliver the Council's Cemetery and Crematorium Service and to lead our Cemetery and Crematorium Team.

You will be based at the Cemetery Office and responsible for ensuring that our burial and cremation services are delivered to a high-quality standard. You will directly supervise a team of six people as well as ensuring that our service level agreement for cemetery grounds maintenance is effectively delivered by the Council's Neighbourhood Services.

Experience of working within a bereavement related service, delivering services directly to the public and staff supervision is a requirement of the post. An ability to deal with people in a caring and compassionate manner is also essential, as the post holder will regularly meet members of the public who are upset and distressed following bereavement.

Contracted hours are 37 hours per week, and this will include some weekend working.

As an employer we like to thank our employees for their hard work and commitment by giving them the opportunity to access a range of employee benefits including flexi time, hybrid working, a minimum of 30 days' annual leave (plus Bank Holidays), family friendly policies, access to an Employee Assistance Programme, Local Government Pension Scheme, AVC's, life assurance scheme, discounted parking, cycle to work scheme and discounted bus and rail fares.

Ref: COEH03001

Closing Date: 28th October 2024

For an informal chat about the position, please contact Chris Hodson (Assistant Director (Head of Environmental Health)) at c.hodson@preston.gov.uk

Apply on-line at www.preston.gov.uk/jobs

EMPLOYEE SPECIFICATION

Dept: Community & Wellbeing		Section: Environmental Health
Post No: COEH03001	Designation: Team Leader (Cemetery and Crematorium)	Grade: 10

Qualification:

- E General education qualifications to Level 2 or above, including English (GCSEs grade A to C, or equivalent).
- D A supervisory or management qualification.
- D Institute of Cemetery and Crematorium Management (ICCM) Diploma in Cemetery and Crematorium Management.

Knowledge/Skills/Abilities:

- E The ability to organise, prioritise and manage own workload.
- E The ability to supervise the work of administrative, technical staff and contractors.
- E The ability to communicate effectively, both verbally and in writing, with a variety of people.
- E The ability to deal with the bereaved in a caring and compassionate manner.
- E The ability to build and maintain relationships and to work as part of a team.
- E The ability to use Microsoft Office, or equivalent, computer software systems.
- E A commitment to self personal development.
- E The physical ability to safely charge a cremator (i.e. load the coffin into the cremator).

Experience:

- E Experience of directly providing a service to the public.
- E Experience of supervising staff.
- E Experience of financial work such as ordering goods and services, raising invoices, updating computerised financial records.
- E Experience of working within a bereavement related service.

- D Experience of operating cremators.
- D Experience of working within an accredited quality assurance system.

Special Requirement:

If not already held, the post holder will be expected to study for the Institute of Cemetery and Crematorium Management's (ICCM) Cremator Technicians Training Scheme to build up resilience in the team.

Some weekend working (via a rota), often at short notice, in order to provide a burial service to the Muslim community. At present time, payment for this work is by standby fee and TOIL.

To organise and participate in weekend public open day events and guided historic walks at the Cemetery and Crematorium (approximately 3 weekends a year).

- E Essential
- D Desirable

Date reviewed: October 2024

JOB OUTLINE

Dept: Community & Wellbeing		Section: Environmental Health	
Post No: COEH03001	Designation: Team Leader (Cemetery and Crematorium)	Grade: 10	

Purpose of Job:

To assist the Environmental Health Manager in the delivery and development of the Cemetery and Crematorium Service, principally responsible for the day-to-day staff supervision and ensuring that all burial and cremation activities are undertaken to the required standards.

Main duties/responsibilities:

- To ensure that all burials, cremations and associated activities are carried out in accordance with the Department's quality management system.
- To provide specialist advice and information to the Environmental Health Manager in respect of burial and cremation law and practice.
- To supervise the Cemetery and Crematorium Team on a day-to-day basis.

- To undertake periodic performance reviews of staff, including conducting annual staff development reviews.
- To ensure that health and safety systems and procedures are effectively implemented and followed and to advise the Environmental Health Manager of any areas of health and safety concern. Specifically, to maintain a programme of inspections to assess the safety of all headstones within the Cemetery and to ensure action is taken to make safe any headstone found to be in a dangerous condition.
- To monitor the service level agreement with the Council's Neighbourhood Services Department in respect of grounds maintenance at the Cemetery, where necessary supervising specific tasks.
- To liaise with local funeral directors, burials societies, faith groups, monumental masons and others to ensure the effective delivery of burial and cremation services.
- To assist the Environmental Health Manager in the development, implementation and monitoring of policies intended to ensure equality in the delivery of Council services, including ensuring that all aspects of the service provided take account of the cultural and religious needs of all sectors of the community (including the occasional need for burials to take place at a weekend in order to meet the needs of followers of the Islamic faith).
- To provide advice and information to service users upon request and deal with informal complaints from the public and other service users.
- To maintain and develop the Service's web pages on the Council's website.
- To assist the Environmental Health Manager in managing the financial resources allocated to the Cemetery and Crematorium.
- To maintain an accurate record of all financial transactions including the receipt of income and completion of paying in procedures.
- To manage the purchase, sale, and administrative procedures relating to memorials, including stock control and record keeping.
- To ensure that accurate records, plans and registers are maintained in order that all burials and cremations comply with current legislation and codes of practice.
- To monitor compliance with the Cemetery and Crematorium Rules and Regulations adopted by the Council and to take appropriate action if non-compliance is discovered.
- To assist the Environmental Health Manager to maintain the Quality Management System for the Cemetery and Crematorium service.
- To organise and deliver open public events, including open days, historical walks and other events that celebrate both current services and the historic aspects of the cemetery and Crematorium sites.
- To undertake training as required. (Including the ICCM Cremator Technicians Training)

- Undertake such other duties of an equivalent nature as may be required from time to time.

Organisational Structure

The Cemetery and Crematorium Service is one of several specialist teams within the Environmental Health Department and under the overall management of the Assistant Director (Head of Environmental Health).

The Team Leader (Cemetery and Crematorium) reports to an Environmental Health Manager who has management responsibility for more than one environmental health service team.

The Team Leader (Cemetery and Crematorium) has the following posts reporting to them:
2 x Senior Cemetery & Crematorium Technician
3 x Cemetery & Crematorium Technicians
1 x Cemetery & Crematorium Clerk