2021 VAC 135

**JOB DESCRIPTION**

**Job Title:** Bereavement Services Team Leader

**Grade:** Scale 6

**Directorate: Neighbourhood Services**

**Responsible to:** Bereavement Services Manager

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| **1.** | **Primary Purpose:** |
| 1.1 | Responsible for the detailed direction of resources under their control. |
| 1.2 | Lead teams and individuals ensuring adherence to safe working practices and procedures contained with in the Corporate and Directorate Health and Safety Policies |
| 1.3 | To ensure the delivery of burial services in accordance with the culture of the Councils’ Bereavement Services |
| 1.4 | To deputise for the Bereavement Services Deputy Manager when required to do so. |

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| **2.** | **Key Responsibilities:** |
| 2.1 | To supervise grave digging teams within 10 cemeteries across the City, ensuring compliance with all relevant safe working practices and risk assessments, and oversee the delivery of services in a timely yet caring and compassionate manner |
| 2.2 | To monitor online burial bookings on a daily/weekly/monthly basis to review requirements and identify any potential issues affecting service delivery, reporting any identified issues to the Bereavement Services Manager |
| 2.3 | To supervise the Burial Coordinator and associated burial administration to safeguard all burial arrangements and ensure the information provided to the operational team is accurate, inclusive and contains all relevant information. |
| 2.4 | To hold, or be able to train and qualify, in City & Guilds Dumper and Digger certificate to assist in cemetery operations and burial coordination as and when required |
| 2.5 | To coordinate all burial operations and manage arrangements for appropriate equipment, staff and resources to be available to meet the daily demands and service bookings |
| 2.6 | To regularly review relevant risk assessments associated with grave digging operations and associated Health and Safety working practices to ensure all operations are conducted in accordance with legal requirements.  To undertake survey, inspections, removing hazards and introducing control measures when required and advise the Bereavement Services Manager of any issues in line with policies and procedures. |
| 2.7 | To deliver a 5 year programme to inspect memorials across all cemeteries in priority order according to an assessment of risk and to assist in the development and management of a recording system to identify inspected memorials and record the findings. |
| 2.8 | To manage, deliver and coordinate any remedial works identified to memorials as part of the scheduled memorial safety testing programme. |
| 2.9 | To identify the holders of the Exclusive Rights of Burial (ERoB) for graves requiring remedial works as part of the memorial safety testing programme, by investigation and liaison with other departments. Once identified, liaise with the families to arrange the required remedial works, either directly or on their behalf. |
| 2.10 | To liaise with Ward Members, Community groups and other interested parties on the proposed works to memorials within each cemetery as part of the memorial safety testing programme. Provide information on the process and the visual appearance of areas at key times. |
| 2.11 | Undertake cemetery infrastructure inspections to ensure the health and safety of those attending or visiting the cemetery and to contribute to cemetery improvement plans. Where necessary, liaise with council departments to organise minor works and/or arrange repairs to be undertaken by external agencies. Report defects and record all findings and actions for accountability. |
| 2.11 | Respond to customer enquiries, requests and complaints and provide written responses when required. |
| 2.12 | Ensure operational teams adhere to relevant reporting procedures identifying any issues within the work area. |
| 2.13 | Ensure that drivers/operators undertake precise vehicle checks and equipment checks in accordance with directorate procedures and complete all associated paperwork. |
| 2.14 | To organise and provide out of hours cover as required by the service |
| 2.15 | To hold or obtain ICCM or FBCA Cremation qualification and provide staffing resilience in the crematorium during periods of service demand. |
| 2.16 | Completion of all necessary reports within agreed deadlines and in accordance with reporting procedures |
| 2.17 | Any other duties commensurate to the grading of the post |
| 2.18 | The post holder must carry out their duties with full regard to the Council’s Equal Opportunities Policy, Code of Conduct and all other Council Policies |
| 2.19 | The post holder must comply with the Council’s Health and safety rules and regulations and with Health and safety legislation. |
| 2.20 | The post holder must act in compliance with data protection principles in respecting the privacy of personal information held by the Council. |
| 2.21 | The post holder must comply with the principles of the Freedom of Information Act 2000 in relation to the management of Council records and information. |
| 2.22 | To comply with the principles and requirements of the Data Protection Act 2018 and GDPR in relation to the management of Council records and information, and respect the privacy of personal information held by the  Council. |
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Name of Author: Nicky Raine

Date: February 2021