

## SPENNYMOOR TOWN COUNCIL

### JOB DESCRIPTION

1. **POST TITLE** Cemetery & Allotments Officer
2. **POST NUMBER**
3. **GRADE** Grade 7 (SCP 15 to 22)
4. **LOCATION** Spennymoor Town Hall, at any council workplace within the Town and including regular outdoor locations
5. **RELEVANT TO THE POST**

The post holder will work 37 hours per week to meet the needs of the business

Standard hours are 8.45am to 5pm Monday to Thursday, and 8.45am to 4.30pm Friday with 45 minutes for lunch

Occasional evening and weekend working may be required to support community and civic events.
6. **DIRECT LINE MANAGER** Grounds & Facilities Manager
7. **DESCRIPTION OF ROLE**

To play a lead role in the development and delivery of the Town Council's cemetery and allotment functions. This includes the lead responsibility for cemetery and allotment administration as well as supporting the Grounds & Facilities Manager on the ongoing improvement and development of these services.

To support the Council's day to day operations by working closely with the Events Officer, Executive Support Officer and Finance & Administration Assistant to provide them with additional support where necessary and as directed by the Clerk or Deputy Town Clerk.
8. **MAIN DUTIES AND RESPONSIBILITIES**
  - a) Support the Grounds & Facilities Manager in the planning of the Council's cemetery and allotments functions including defining objectives, developing improvement plans, new initiatives, budgets, etc
  - b) In conjunction with the Grounds & Facilities Manager and Team Leader, ensure that the Town's two cemeteries and multiple allotment sites are maintained to as high a standard as possible, taking a proactive approach to

identifying and resolving problems.

- c) To liaise with funeral Directors, families and other partners to provide a first class cemetery service, and to ensure all cemetery administration is up to date and compliant with statutory requirements.
- d) To provide effective allotment administration to manage vacant plots and waiting lists, and work closely with the Grounds & Facilities Manager and Team Leader to ensure that reported issues on sites are dealt with as promptly as possible;
- e) To support the Grounds & Facilities Manager and Team Leader on the annual allotment inspections as well as *ad hoc* inspections when vacancies arise. This includes leading on any letters/follow up action arising from these inspections, in line with Council policy;
- f) To be the first contact for allotment queries and complaints, escalating to the Grounds & Facilities Manager as required and in line with the council's complaints and compliments policy;
- g) To liaise with the Senior Finance Officer and Finance & Admin Assistant to ensure that any invoices are raised in a timely manner and follow up chasing of outstanding invoices for cemeteries or allotments is undertaken
- h) Deal with telephone and personal enquiries regarding a variety of issues.
- i) Planning, prioritisation and co-ordination of own work.
- j) Participation in appropriate training initiatives as and when required, particularly relating to keeping up to date with professional/statutory standards in allotment and cemetery administration.
- k) Promote all Town Council services at all times presenting yourself and the Council in a positive and professional way.
- l) As part of a small Town Hall office team, engage in general office duties including standard reception duties as and when required.
- m) The list above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and competence of the post.

**Spennymoor Town Council  
Person Specification – Cemetery & Allotments Officer**

	<b>Essential Criteria</b>	<b>Desirable Criteria</b>	<b>Method of Assessment</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• 5 GCSE's grade 9 to 6 (or previously grades A to C) including English and Mathematics (or equivalent national qualifications framework (NQF) level 2 qualifications)</li> <li>• A NQF level 3 qualification (eg A-Level)</li> <li>• ICCM Cemetery Management &amp; Compliance (or equivalent)*</li> <li>• ICCM Granting, exercising and transferring exclusive rights of burial (or equivalent)*</li> </ul> <p>* if the postholder does not have these qualifications on appointment they must be successfully attained before the end of the agreed probationary period (usually 6 months)</p>	<ul style="list-style-type: none"> <li>• Level 4 qualification in a related subject</li> <li>• A recognised project management qualification</li> <li>• ICCM Certificate or Diploma</li> </ul>	<ul style="list-style-type: none"> <li>• Application form</li> <li>• Certificates</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Planning and organising own workload</li> <li>• Researching and presenting information</li> <li>• Minimum of three years' experience of working in an administrative role, ideally in an area of statutory compliance</li> <li>• Experience of dealing with members of the public</li> <li>• Working as part of team</li> <li>• Providing good customer service to both internal and external customers</li> </ul>	<ul style="list-style-type: none"> <li>• Working in local government allotment and/or cemetery functions</li> <li>• Working with project plans</li> <li>• Working in a politically sensitive environment</li> </ul>	<ul style="list-style-type: none"> <li>• Application form</li> <li>• References</li> <li>• Skills test</li> </ul>

<b>Skills Knowledge Aptitudes</b>	<ul style="list-style-type: none"> <li>• Excellent organisational, communication, and problem-solving skills</li> <li>• Good working knowledge of the Microsoft Office 365 environment, including outlook, word, excel and powerpoint</li> <li>• Good time management and able to prioritise workload</li> <li>• Good communication skills, both written and verbal</li> <li>• Ability to develop workplace relationships, always looking to support colleagues</li> <li>• Pro-active and a problem solver</li> <li>• Discretion and confidentiality.</li> </ul>	<ul style="list-style-type: none"> <li>• A real interest in environmental/ sustainability/ biodiversity issues</li> <li>• Knowledge of the Sage 50 accounts package</li> <li>• Knowledge of allotment and/or cemetery software</li> </ul>	<ul style="list-style-type: none"> <li>• Interview</li> <li>• References</li> <li>• Skills test</li> </ul>
<b>Qualities and Requirements</b>	<ul style="list-style-type: none"> <li>• Ability to use own initiative and work with the minimum of supervision.</li> <li>• Able to work under pressure</li> <li>• Approachable</li> <li>• Tact and diplomacy</li> <li>• Reliable and resilient</li> <li>• Able to meet the regular travel requirements of the role</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to work some occasional evenings and weekends to support Council events</li> </ul>	<ul style="list-style-type: none"> <li>• Interview</li> <li>• References</li> <li>• Skills test</li> </ul>