

Cemeteries & Cremation Officer – Bereavement Services

JE Code: JE1960

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| **Values – We are dedicated, respectful, collaborative, we are Milton Keynes City Council** |
| **Service:** | Regulatory Services |
| **Reports to:** | Bereavement Services Officer (Sexton) |
| **Job Family:** | Operational |
| **Grade:** | F |
| **Political restricted:** | N |
| **Date:** | JE1960 |

**Key Deliverables**

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| **1.** | To assist in the provision and development of the Cemeteries functions and to ensure that the service is managed in accordance with legislation, best professional practice, corporate and departmental policies. |
| **2.** | To assist the delivery and continuous improvement of high-quality Cemetery services to those who utilise the service. |
| **3.** | To ensure the efficient and effective operation of the all the Council cemeteries. |
| **4.** | Provide a supportive, respectful and caring environment for all those involved in the bereavement process whilst utilising bereavement services. |
| **5.** | To carryout exhumations as required in accordance with agreed procedures and legislation as issued by the Ministry of Justice and other relevant authorities. |
| **6.** | Operate the cremation plant; attend burials, attend the chapel and undertake other duties when necessary. |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and council wide needs*

**Essential Requirements (key skills & qualifications)**

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| **1.** | Comprehensive understanding of relevant legislation, Public Health Act, Health & Safety and Exhumations. An excellent knowledge of safe working practices, pollution and emissions legislation and have excellent knowledge regarding EROB (Exclusive Rights of Burial) and Memorialisation legislation. |
| **2.** | Excellent interpersonal skills, able to show respect and compassion when appropriate, remaining calm and professional during emotionally challenging situations. |
| **3.** | IT literate. |
| **4.** | Ability to travel around 10 cemeteries within Milton Keynes area, frequently to several in the same day. |
| **5.** | Excellent time management skills, able to work effectively under pressure. |

Job Family

Operational Services

Grade F



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| **Colleagues expectations*** Be professional at all times
* Work together for the good of the team, council and local people
* Promote a supportive culture
* Challenge assumptions
* Take ownership
* Be willing to change and do things differently
* Always work in a safe manner
 | **Managers expectations*** Be a role model by displaying positive behaviours at all times
* Make well-considered decisions
* Support, coach and communicate with my team
* Be accountable for my team’s performance
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Operational Services jobs have, as their primary responsibility, the land, buildings, tools and equipment the Council owns and/or manages.  They provide primary services directly or indirectly to the benefit of customers, colleagues or the general public. Many roles will have a physical component or will manage those that do.

### Role Characteristics

At this level job holders will use their experience and formally certificated technical knowledge, to exercise the initiative and autonomy to plan and supervise the work of others and deal with a range of problems and challenges during normal operations.

### The Knowledge and skills required

The focus of these roles is the performance of manual tasks using tools, equipment or vehicles within acceptable time frames. They will need speed, dexterity and co- ordination to effectively carry out their duties.

Formal training in the technical or specialist area is usually expected at this level. In addition, job holders will have enough specific work experience to allow them to deal authoritatively with a wide range of queries and problems. There will also be a requirement to fully understand the organisational context of the work of the team, ensuring that standard policies and procedures are consistently adhered to.

### Thinking, Planning and Communication

Problems will require the job holder to analyse information and make judgements about workflow priorities, straightforward technical matters and other day to day issues. They will make short term plans to achieve agreed performance targets in the context of wider team objectives.

The type of information exchanged will be varied and sometimes complicated when related to technical matters. Job holders will interact with a range of audiences from colleagues to service users or members of the public. They will need to provide explanations and advice or offer reasoned options for consideration.

**Decision Making and Innovation**

Job holders will use their enhanced knowledge and autonomy to make decisions regarding the organisation of the team’s workload and the response to the problems and issues that arise. They will also deal independently with the more unusual matters that present themselves, although they will refer serious issues to a supervisor or manager.

### Areas of responsibility

Job holders have a responsibility to others in that they provide a service by maintaining or cleaning premises, driving passenger vehicles, preparing food, operating office machinery or performing similar tasks. They will have some supervisory responsibility and will be accountable for the quality and timeliness of work done by others, including volunteers and contractors.

Job holders may have some financial responsibility which might include regular cash handling or spending small sums from an agreed budget.

The responsibility for the Council’s physical and information assets will be significant. Job holders will be accountable for the maintenance and proper use, by themselves and others, of high-value equipment, buildings and premises, or other similarly crucial assets.

### Impacts and Demands

Jobs will involve physical effort as they will be walking, carrying, lifting for most of their working time. They will need general awareness and sensory attention to their immediate surroundings, but they will also be required to work through lengthy periods of enhanced mental attention, for instance when attending to the administrative or work scheduling duties.

Although some job holders may occasionally interact with those who might place greater than normal emotional demands on them, this will be incidental to the job itself.

The tasks will often be carried out in unpleasant working conditions or exposed to the elements, although this will be minimised by the application of sensible task scheduling and use of appropriate PPE.