



Role Profile

Lead Operative Memorials

Reference No.	A4996	Type	Generic
Service	Bereavement Services		
Job Family	Streets/ Parks	Grade	FC5

Purpose

Responsible for the identification and co-ordination of unsafe and dangerous headstones within Fife cemeteries and churchyards and to arrange make safe repairs as required. Also associated work in relation to memorial installation within burial grounds and crematoria as required.

Working in all weather conditions, responsible for leading a team and undertaking work in burial grounds and crematoria.

The post holder is expected to work with minimal supervision and to accept responsibility for the direction of the work of the team.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:

Scheduling work and instructing team(s) on day-to-day tasks based on work instructions resulting from headstone inspection process and ad hoc work from Bereavement Services Management / offices including assistance with grounds maintenance within burial grounds and crematoria.

Prioritising workload and achieve targets as set by Management.

Instructing staff as required on matters relating to their job completion including safe working practices and required specification of work required.

Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility

E **D**

SVQ 2 or equivalent experience in Amenity Horticulture
 Memorial Testing – Lantra or City & Guilds recognised.
 Memorial Moving – Lantra or City & Guilds recognised.
 Memorial Fixing Qualification - City & Guilds recognised.

✓ ✓
 ✓
 ✓

Supervisory skills

✓

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✓

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Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Creating work schedules according to information collated from Risk Assessments.	Health & Safety experience	✓	
Carrying out ongoing Risk Assessments of memorial for future work, revising and re-prioritising as necessary according to results.	Working knowledge of memorial safety, inspection, and repair	✓	
Recording results of inspections for each memorial on related paperwork, produce maintenance and repair reports and file accordingly on completion through digital system.	Basic IT skills (Embrace technology and information)		✓
Key tasks include the inspection and make safe of unstable memorials, installation of foundations, dismantle and full rebuild of memorials to correct specification using specialist equipment as required including drills, excavators, gantry etc.			
Interpreting layout plans for sites and work instructions to identify correct locations for work to be carried out.			
Providing information to Bereavement Services Management for the preparation of reports.			
Providing regular 'hands-on' coaching to team members in methods of service delivery to encourage and maintain good practices.	Team working skills (Work together)	✓	
Assisting in the review of practices and procedures to bring about improved service delivery, customer satisfaction and more effective use of resources.	Working knowledge of quality management systems		✓
Arranging for the appropriate resources and materials to be in place to allow the work to be completed according to Fife Council policies and Health and Safety.	Working knowledge of requirements of memorial safety and repair	✓	
Inspecting and carrying out daily maintenance checks on vehicles and specialist equipment as per operational guidance, reporting any defects to Bereavement Services Lead Officers.			

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Ensuring team are provided with and wear the appropriate PPE required to carry out their duties in a safe, efficient, and effective manner.	Awareness and compliance with Health & Safety procedures and Risk Assessments (Take Ownership)	✓	
Identifying tools or equipment requiring replaced or repaired and arranging replacements via Bereavement Services Lead Officer.			
Operating mechanised and specialised equipment in accordance with manufacturers guidance and training provided including inspection, servicing, and cleaning as per manufacturer's recommendations.			
Provide assistance to Bereavement Services operational colleagues as and when required including use of specialist equipment.			
Complying with all Service health and safety rules and procedures and ensuring accurate completion of relevant documentation.	Awareness and compliance with Health & Safety procedures and Risk Assessments (Take Ownership)	✓	
Ensuring awareness with COSHH requirements at all times.	Health & Safety awareness	✓	
Carrying out environmental improvement works including slab laying, fencing, drainage works, bench installation, soft landscaping operations as required.			
Ensuring the appropriate transfer and segregation of waste and recyclable materials.			
Ensuring compliance with BS8415:2005 and Codes of Practice in relation to memorials issued by recognised governing bodies.			
Ensuring team in their role for Bereavement Services provide best value and quality service to end users and clients (Customer Satisfaction)	Customer service skills (Focus on Customer – How We Work Matters Framework)	✓	
Contributing to the operation, monitoring, and reporting of the Service Quality Assurance Standards and systems i.e., ISO 9001:2015, ISO 14001:2015.			

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Undertaking all other duties as required for the role. Duties will be in line with the grade.				

Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:				
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Job Title (Specialists Tasks)				

Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required				
Before confirming appointment: You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.				
Additional Information – the following information is available:	Expected Behaviours			
<ul style="list-style-type: none"> Skills Framework (if applicable) How we work matters 	<p>Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.</p> <p>Please refer to How We Work Matters Guidance to learn more.</p>			