



# Role Profile

<b>LEAD OFFICER (BEREAVEMENT SERVICES)</b>			
Reference No.	A4359	Type	Individual
Service	Property Services		
Job Family	Professional 2	Grade	FC8

<b>Purpose</b>
<p>Reporting to the Service Manager you will assist in the Fife-wide delivery of the Council's Cemeteries, Crematoria and gardens and related operations.</p> <p>Specifically, you will be responsible for the day to day operations and effective organisation and deployment of resources, i.e. employees, plant, machinery and substances, ensuring these are delivered in accordance with defined Service Standards, procedures and Health &amp; Safety regulations.</p> <p>You will support the Service Manager to benchmark performance against other authorities and assist internal departments/external bodies in carrying out audits as required. You will deputise in the absence of the Service Manager, ensuring the continuity of service of key tasks.</p>

<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	<b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility	<b>E</b>	<b>D</b>
Managing the day to day operational management of staff within the Council's Cemeteries, Crematoria and gardens and related operations.	Educated to SCQF level 8, which includes HND or SVQ level 4 or equivalent, ideally in horticulture or working towards the Institute of Burial and Crematorium Management Diploma	✓	

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	Moderate management experience, preferably gained in a cemetery or crematoria environment or related field  Organisation skills  Manage workload priorities (Deliver results – See ‘How We Works Matters’ Framework)  Allocation of staff resources in the context of workload and service/customer expectations  Team working skills (Work together)  Experience of building good working relationships	✓        ✓        ✓        ✓        ✓        ✓	
Managing the ongoing assessment and review process in relation to the safety of headstones.	Knowledge of the Health and Safety risks specifically arising as a result of headstones  Knowledge of the specific safety ‘tests’ and management control techniques to be adopted/implemented in relation to headstone safety	✓  ✓	
Ensuring that all weekly worksheets (including electronic timesheets) from Charge hands are completed in accordance with procedure and that all accurate records and logs are properly implemented, managed and maintained.	Ability to provide a regular and effective service	✓	
Providing advice and guidance to staff in relation to technical practices.	Ability to decide on application of appropriate technical practices to ensure continuous improvement and best value service delivery	✓	
Provide training to staff on small plant and ride on machines.	Hold an accredited ‘train the trainer’ qualification  Ability to lead and deliver training sessions to staff	✓  ✓	
Authorising/granting or otherwise of annual leave for direct reports.	Experience of HR/Payroll systems		✓

E = Essential Criteria    D = Desirable Criteria

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Leading in the recruitment and selection of staff in line with the Council's recruitment policy.	Knowledge of relevant Fife Council procedures		✓
Assisting the Bereavement Services Manager with HR policies, e.g. disciplinary, attendance management proceedings.			
Ensuring the delivery of high quality, customer focussed services, which are designed in accordance with the Council's Aims and Values and take full account of Council Policies and statutory and regulatory obligations, Service Planning and Performance Reporting.	Working knowledge of appropriate regulatory and statutory requirements in relation to cemetery and/or crematoria operations	✓	
Supporting the implementation of Council policy, health and safety and code of practices (i.e. public safety, employee safety, checks and control measures, 'tool-box talks) taking lead role where appropriate.	Working knowledge of Health and Safety appropriate to the role	✓	
Assisting with the organisation, preparation and on the day management of special events, e.g. open days, visits to facilities.			
Inputting to the annual review of plant, machinery and vehicles. Contribute to recommendations to management team, any areas requiring expenditure (i.e. plant and machinery servicing and repairs).	Knowledge of operational plant and machinery requirements for the job  Awareness of arising innovations in plant and machinery within the Bereavement/Crematorium industry	✓	✓
Ensuring that service facilities are operational in accordance with the relevant legislation and Health and Safety guidelines.	Report writing skills		✓
Raising and issue of work lines based on priority for maintenance and repairs to buildings, walls, fences and hard landscaping.			
Assisting with the maintenance of all woodland areas ensuring that a programme of works are followed to enable management plan and budget for the safety and well-being of all trees within Fife's cemeteries and crematoria.	Knowledge of key contacts		✓
Taking appropriate action in relation to incidents of vandalism, theft, damage due to adverse weather, responding and actioning within agreed delegated parameters.	Knowledge of reporting channels/processes and acceptable time periods for action	✓	

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Managing the day to day maintenance and upkeep of the Councils Cemeteries, Crematoria and gardens, identifying arising areas where improvements are required (including but not limited to vermin infestation). Arranging for the appropriate corrective response, including option appraisals on sustainable and affordable solutions.			
Ensuring compliance with appropriate Health and Safety legislation and regulation, recording and taking action on non-compliance, e.g. PPE work wear, depot inspections, electrical, Fire Risk Assessments.	Experience in Health and Safety and other legislative requirements (Take ownership)	✓	
Carrying out risk assessments, COSHH assessments, and manual handling assessments.	Experience of Burial, Crematoria and Horticulture management	✓	
Obtaining materials, PPE equipment and associate goods from procured stock to meet requirements of specific works and projects referring larger expenditure requirements to the Bereavement Services Manager.	Experience of the approver role in invoicing systems	✓	
Assisting in the maintenance of an inventory for all plant and machinery.	Knowledge of inventory management procedures	✓	
Assisting in the developing, implementing and managing the Bereavement Service Management Plan and Service Change Plan.	Experience of solution resolution	✓	
Contributing to the implementing, operating, monitoring and reporting of Service Quality Assurance Standards and systems.	Working knowledge of quality management systems and best practice in burial and crematoria procedures	✓	
	Experience and use of bespoke computer applications (BACAS)		✓
	Interpretation skills		✓
	Analytical skills e.g. Quality management systems		✓

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Carrying out and assisting in audits and periodic checks on a range of activities and preparing reports to an agreed format and standard, e.g. APSE, Internal Audit.	Experience of undertaking audits	✓	
Carrying out monitoring and contractual administrative paperwork and site visits. Ensuring compliance with specifications while providing best value.	IT skills (Embrace technology and information)	✓	
Contributing to the Council's efficiency agenda through implementing change which will contribute to reductions in cost.	Experience of measuring standards of performance and service delivery	✓	
Leading in the review of practices and procedures to bring about improved service delivery, customer satisfaction and more effective use of resources.	Experience of report writing	✓	
Liaising with family representatives and others seeking to purchase and place memorials in cemetery and crematoria grounds, e.g. park benches, trees, providing advice and guidance on required standards and specification and estimated costs if service to be provided by Bereavement Services.			
Responding timeously and effectively with customer and stakeholder enquiries, requests and complaints.	Customer service skills (Focus on customers)	✓	
Deputising for the Bereavement Services Manager as and when required, e.g. prepare annual returns/statistical analysis for various bodies.	Communication skills	✓	
	Knowledge of the Corporate Complaints procedure		✓
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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**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.

<b>Additional Information</b> – the following information is available:	<b>Expected Behaviours</b> – It is essential that you display the following behaviours as they are expected of all our employees:
<ul style="list-style-type: none"> <li>• Skills Framework (if applicable)</li> <li>• <b>How</b> we work matters</li> </ul>	<ul style="list-style-type: none"> <li>• Take Ownership</li> <li>• Focus on Customers</li> <li>• Work Together</li> <li>• Embrace Technology &amp; Information</li> <li>• Deliver Results</li> </ul>