

Job Profile

Bereavement Officer (Grounds)

Grade B

Date created: 13th March 2017

About the Job

- To assist in undertaking work in Cemeteries and Crematorium in horticultural operations such as grave digging, gardening and maintenance of grounds to a high standard. You will assist the cemetery team in the testing of memorials under the 'Managing the Safety of Burial Grounds' whilst preserving an appropriate and dignified attitude at all times.
- This is one of a number of posts that will work flexibly as a team ensuring that the service is delivered effectively, efficiently and customer focused and with regard to the principles of asset based community development

This is what we need you to do...

- Maintain the grounds to a high standard i.e. sweeping, hoeing, mowing, hedge trimming, edging cultivation, manuring and site preparation of beds, shrubberies, cleaning leaves and litter and other such duties relating to the Crematorium gardens.
- Prepare graves for burials, ensuring that excavated soil is covered up, placing out boards, matting and put logs.
- Excavate graves both manually and mechanically observing at all times prescribed health and safety practices using shoring at all times, covering immediately after completion.
- Utilise motorised vehicles and equipment including dumper trucks, tractor & trailers, strimmer's, large/small ride on mowers, chainsaws, compressors, saws, tampers, cylinder and rotary mowers, hedge cutters and other small powered tools.
- Provide advice and direction to members of the public when appropriate, positively promoting the services delivered.
- Ensure all aspects of Health and Safety at Work Act 1974 and 1993 and all relevant safety legislation is complied with.
- Maintain and keep clean all plant, tools and equipment, ensuring safety of workforce and the general public and keep clean the mess room and all other ancillary buildings at all times.
- Contribute to the delivery of service plans in order to meet the council's corporate plan priorities in accordance with the requirements of the Bereavement Services Manager
- Maintain and develop constructive relationships as part of a collaborative working environment.
- Engage with stakeholders (internal and external) through effective communication to ensure good performance and continuing service improvement.
- Demonstrate a commitment to personal and professional development, working with managers to identify any gaps in skills, knowledge and expertise and plan for improvement.
- Consider the financial implications of any activities affecting the use of council funds, seeking best value for money and identifying or recommending more cost-effective options.
- Take on any other additional duties as reasonably required within Gloucester City Council.
- Work in a flexible and adaptable way with a 'can-do' attitude that gets things done right the first time

Monitoring and ongoing development of outcomes

As part of the annual appraisal, outcome based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the council reserves its right to amend or add to the accountabilities listed above.

The ideal candidate will have...

Experience

- Experience of working within a bereavement environment.
- Experience of working in an outdoor environment.
- Experience of working in a customer service related environment.
- Confidently operate machinery including diggers, dumpers, ride on mowers, strimmers, cylinder and rotary mowers.
- Experience of coping well under pressure and dealing with difficult situations.

Knowledge, Skills and Understanding

- Knowledge of cemeteries or grounds maintenance/gardening duties.
- Ability to work for long periods of time manual handling.
- Excellent customer service standards.
- Ability to deal with the public in a diplomatic, empathetic and sensitive manner.
- Ability to work as part of a team.
- A flexible team worker with a 'can-do' attitude
- Understanding of Health and Safety and its relevance to the Cemetery and Cremation service

Behavioural attributes

- **Efficiency and Value For Money:** Taking ownership of your work you will work flexibly to provide great services to meet personal, organisational and customer expectations.
- **Forward thinking with Innovation:** Being creative and using your initiative you actively seek to improve services and processes.
- **Making Residents Lives Better:** Delivering good customer services by listening and raising awareness of what we do.
- **Passionate about the City:** Being loyal to Gloucester you take pride in the quality of your work and understand how it improves the reputation and quality of our city.
- **Working Together to make it Happen:** As a team worker you communicate effectively and pursue a 'can-do' attitude in being flexible to deliver quality services.

Expected to perform at level 1 of Gloucester City Council's Employee Behaviours Framework

Education & Qualifications

Essential

- A good level of general education