

**TAVISTOCK TOWN COUNCIL
ROLE PROFILE**

APPENDIX 1

Regarding duties more particularly associated with delivery of Cemetery services.

DUTIES AND TASKS

A. Cemetery Administration

1. To be responsible to the Works Manager and General Manager for the administration of all tasks associated with the efficient day to day running of the Cemetery Office including documentation, statutory and other requirements, planning, record keeping and liaison with the bereaved, Funeral Directors and other stakeholders.

To include :

- Receipt and management of bookings for the Cemetery
- To ensure that all necessary documentation relating to burials and associated activities are received on time, are correct and have applicant's authority;
- To ensure receipt of statutory documentation for each burial and ensure indemnity forms are completed by the correct persons by the date required;
- To identify the correct grave space or allocation of new grave for burial;
- To liaise with the Responsible Person and relevant organisations including: on details for burials including grave location, time at graveside, coffin size, grave depth and issue of authorisation to dig consents;
- To be responsible for ensuring compliance with applicable legislation and procedures, including keeping statutory documentation and other documentation up to date including burial registers, purchased grave registers, grave registers, cremation registers, and Pear Technology Grave Mapping Software;
- To be responsible for the issue of grave deeds;
- To be responsible for the compilation and updating of normal operating procedures, producing new information pamphlets etc;
- To contribute to the service as identified in the service improvement plans;
- To undertake report writing and minute taking as required in connection with Cemetery activities;
- To ensure that the cemetery grounds are open during specified hours and that during these times a suitable representative is contactable for assistance/advice.

- 2 To deal with the bereaved and other stakeholders in a caring and sympathetic manner adopting a flexible approach to ensure customer needs are addressed.

To include :

- To liaise with Funeral Directors and others in respect of funeral arrangements;
- To attend all funerals when required, to ensure, in co-operation with the undertakers and other relevant bodies that all aspects run correctly with minimal distress to the bereaved;
- To deal with enquiries from the bereaved and other members of the public;
- To advise bereaved families on the process of memorialisation, including likely costs, proposed layout and ordering with regards to the monumental masons;
- To co-ordinate and deal with requests and issue of permits for headstones and additional inscriptions;
- To co-ordinate and process applications for entry in the Book of Remembrance;
- To assist the public with genealogical research and grave/ashes enquiries;
- To monitor and deal with the removal of unauthorised items from graves;
- To use the Council's IT facilities for the administration of the service as required.

- 3 To account for income and ensure the safe handling of all monies.
 - To include the accounting for weekly income, ensuring collection and receipt of all monies and safe keeping of all cash receipts;
 - To advise and make recommendations on annual fee revisions, general administration and cemetery publicity.

B. Other Specific Duties

- 4 To ensure new memorial work has been installed in the correct location, complies with cemetery regulations, has been constructed as agreed, is structurally stable and complies with requirements of National Association of Memorial Masons;
- 5 To undertake safety checks on all graves on a 18 monthly cycle, ensuring that the correct safety processes are actioned
- 6 To be responsible for the compilation and updating of relevant risk assessments/method statements;
- 7 To ensure the correct use of grave shoring at all times;

- 8 To supervise and monitor all in-house and external contractors work to ensure the work complies with and follow prepared scope of works/specifications/procedures;
- 9 To ensure that all equipment owned, leased or loaned to the Council is maintained in a serviceable condition, arranging servicing and repairs within budgetary limits or in consultation with the Line Manager if repairs/replacement are outside budgetary limits.

C. Health and Safety

- 10 The postholder will be responsible for the day-to-day health, safety and welfare of the site and ensuring that health and safety policies and procedures are implemented at local level including ensuring the awareness of, and adherence to, health and safety requirements of any persons under their guidance, direction or control.
- 11 Employees are responsible for recognising the extent of their own personal liabilities under health and safety law, ensuring that they are fully conversant with their own health and safety duties.