

Lancaster City Council - Job Description & Person Specification

Job Title:	Team Leader Cemeteries	Grade:	GG58	Job Code:	LCC688
Service/Team:	Environment & Place, Public Realm	Role Type: *Delete as appropriate	COMM	Reports to:	Cemeteries Operations Manager/ Public Realm Supervisor
Line Manages: *Title/s & LCC Code	Cemetery gravediggers and Area-Based Grounds Maintenance Team				

Job Overview
The post holder will oversee the council's operations within a designated area of the district's Burial / grounds maintenance and Public Realm assets. They will actively work across the district in the Council's Cemeteries to assist the Cemeteries Operations Manager to deliver an efficient and effective service by supervising and undertaking all aspects of grave-digging duties / memorial safety and also a wide range of grounds maintenance duties to the highest possible standard. There is a strong expectation that the post holder will ensure all works are completed to a high standard, on time, and in a safe manner according to the appropriate British Standards, legislation and industry guidance. The role requires a good depth of experience in carrying out burial / gravedigging duties. The post holder will take the lead role in supervising the work of a dedicated small teams carrying out burial / memorial and ground's maintenance operations across a range of sites. Principal duties will be to ensure that all aspects of the Cemeteries burial / memorial & Public Realm maintenance specification and work objectives are met. To lead a small team to ensure all horticultural work is undertaken in line with Council grassland management policy and British standards. Be responsible for the safe and efficient transportation and operation of vehicles and equipment to ensure that financial costs and environmental burdens are minimised by themselves and their teams. Advise the public and support other stakeholders in respect to Burial and grounds maintenance objectives, resolving day to day issues creatively and sensitively and acting as a good ambassador of the Council at all times.
Direct Responsibilities
• Manage and oversee high-quality burial / memorial and wider grounds maintenance operations effectively and efficiently in accordance with the specification, ensuring that all service specifications and key performance targets are met and consistently high standards of work are maintained. • Supervise and be a positive role model to other members of your teams to ensure that work operations are carried out according to specification, required timescales and with due regard to health and safety and all other relevant legislation and standards.

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- To ensure the team are selecting the most appropriate methods of work, correct equipment and burial / horticultural techniques to interpret individual written works instructions.
- Liaise with funeral Directors, memorial Masons and member's of the public, ensuring that any necessary documents are delivered and duly completed in accordance with statutory and Council requirements.
- Carry out and supervise specified work programs as per the requirements of British Standards and undertaking duties such as but not limited to the burial service, memorial safety, grassland management, hedges, bedding, cultivating, edging, litter management, hard landscaping, aftercare and watering in open spaces, highway locations and non-Council sites as and when required by Public Realm Supervisors.
- Work with enthusiasm and passion to help to improve the service delivery at all times.
- Oversee and take responsibility relevant to the post for the on-site working environment, ensuring safety for yourself, your colleagues, and members of the public, carrying out ground operations and providing traffic management controls to ensure compliance with the requirements of the New Roads and Street Works Act 1991, where appropriate.
- Take responsibility relevant to the post for the safe condition of and the appropriate selection of powered hand tools and light mechanical plant for all operations including clear up operations.
- Ensure that you and crew members wear the correct relevant uniform and personal protective equipment appropriate for the safe completion of tasks to be undertaken whilst on duty, ensuring that they are in a clean and safe condition and reporting and defects to your line manager.
- Take responsibility for ensuring that you and your crew are fully briefed on the methods and requirements necessary for the safe completion of tasks.
- Be responsible for the undertaking of appropriate checks and inspections as required to ensure vehicles, plant and equipment are maintained in a clean and safe condition.
- Carry out post operation site-clearance, safe and legal disposal of arisings by mechanical conversion to ensure that sites are left in a clean and safe condition.
- Be able to identify a range of horticultural species, to inspect, survey and recognise specific defects and associated hazards, to undertake appropriate remedial action or where appropriate to report to the councils Arborist Supervisor.
- Interpret plans or written works instructions undertaking a range of Public Realm operations including but not restricted to burial / grounds maintenance management, tree planting and aftercare.
- Maintain high skill and competence levels by undertaking appropriate training and refresher courses and meeting the minimal pass level at the examination stage.
- To carry out and be responsible for the safe and correct application of pesticides, herbicides and

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other chemicals in accordance with operating instructions and appropriate training and certification to manage invasive species such as Japanese Knotweed and Himalayan Balsam

- Drive Council vehicles including towing in accordance with the appropriate safe system of work.
- Undertake work in accordance with the appropriate safe system of work, generic and site specific risk assessments and relevant Industry standards.
- To comply with the corporate and national policy around safety including:
 - a.** Take due care of personal health and safety and that of others who may be affected by the operations being carried out.
 - b.** Use, maintain and inspect equipment ensuring its use only for its designed purpose.
 - c.** Report any unsafe act, or condition, any accident or incident according to the Health and Safety Policy
 - d.** Wear and maintain appropriate personal safety equipment in good condition, ensuring manufacturer's requirements and appropriate legislation are met.
- Liaise with the public and elected members and be an ambassador on behalf of the Council, responding positively and sensitively to customer enquiries or complaints as they arise.
- Ensure all complaints or defective work are rectified promptly within specified timescales and accept reasonable instructions from managers. Record and report operational defects, potential offences and problems through the established reporting system.
- Co-operate with the design and implementation of changes to services or methods of working to meet changes in customer requirements or to improve efficiency or reduce cost or environmental burdens.
- Give total commitment to supporting and maintaining an excellent health and safety culture within the service and a high level of awareness amongst all staff working together towards zero accidents and work-related ill health. Report any potentially dangerous hazards or occurrences identified during the working day to senior colleagues and line managers.
- To ensure high levels of service, where necessary, staff will be required to participate in the Council's 24 hour emergency call-out rota scheme for out of normal hours incidents which includes weekdays, weekends, all Public Holidays including Christmas Day. Work agreed overtime after Public Holidays or other disruptions to the normal service as required.
- At all times carry out responsibilities and duties in accordance with all relevant legislation, codes of practice and Council policies and procedures.
- Complete hazard report forms where necessary and ensure health and safety policies and procedures are adhered to at all times, including Hand Arm Vibration logs.

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- To maintain an excellent standard of appearance and conduct as a representative of Lancaster City Council, wear the uniform and personal protective equipment provided to you during works time.
- To lead and assist other public realm teams on related tasks as and when required in line with the business needs.
- To assist with all other areas of Public Realm as and when requested, including covering of the office on occasions where a Public Realm Supervisor is not available.
- To work outdoors all year around in inclement weather
- Undertake other reasonable manual duties appropriate to the grade and experience of the post holder, adhering to manual handling good practice, as requested by the Public Realm Supervisor, Senior Officers and any reasonable requests by other office staff.

Primary Measurable Objectives

- To provide a Cemeteries service that meets nationally recognised standards and is delivered in a caring and sensitive manner.
- To ensure all our Cemeteries and open spaces are clean, attractive and to assist in gaining an understanding of the different needs of our communities.
- Create a positive image for the district by improving and maintaining the cleanliness of our Cemeteries / public open spaces, focusing on grounds, litter, fly tipping, and graffiti.
- To ensure the teams follow and adhere to the Council's Grassland Management Strategy

Primary tasks within the role that will help us achieve on the council ambitions:

- Manage and oversee high quality Public Realm burial / grounds maintenance operations effectively and efficiently in accordance with the specification, ensuring that all service specifications and key performance targets are met and consistently high standards of work are maintained.
- Supervise and be a positive role model to other members of your team to ensure that work operations are carried out according to specification, required timescales and with due regard to health and safety and all other relevant legislation and standards.
- Carry out and supervise specified gravedigging work programs as required and undertaking duties such as but not limited to gravedigging, exhumations, grave reforms, lift and levels and memorial safety as and when required by Cemeteries Operations Manager.

Staff Management Responsibilities

- Post holder will undertake line management of the following staff:
- Cemeteries gravedigging team
- Area based GM team

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Person Specification			
Knowledge & Educational Requirements	Essential Criteria	Desirable Criteria	Assessed by: App Form, Interview, Certificate, Test, Other...
Specialised Qualifications & Training	A proven track record of managing burial operations and memorial safety testing. Full driving licence with legal dispensation to tow trailers up to 3500kg Hold relevant plant machinery certificates, digger, dumper. Proficiency in the use of IT and Microsoft Office. Administrative and report writing skills.	To Hold a PA1 and PA6a certificate in herbicide application or the ability to obtain whilst in employment. To Hold a level 4, or equivalent experience in horticulture / arboriculture. A valid IOSH managing Safely Certificate.	App Form, Interview, Certificate
Experience	Experience in all aspects of burial operations which include officiate burials/cremations and experience in gravedigging practises and procedures. Experience in Memorial installation and testing/recording data. Ability to work under pressure and meet set deadlines. which entails working outside contracted hours. Proactive approach to problem solving. Ability to record information accurately and concisely.		App Form, Interview

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	Well-developed listening skills and the ability to assimilate information. Ability to deal with challenging customers.		
Job Related Skills, Knowledge & Abilities	To have a good knowledge of the area and schedules and adhere to them daily To have the confidence and ability to work alone and perform efficiently with trust and integrity To be able to make decisions around tasks on a daily basis and to feedback to line managers on any areas which need further resources. You must be able to read, carry out and follow written instructions You must have good communication and team working skills Must be able to adhere to Health and Safety Policies and Procedures Able to lift weights of up to 20kg and physically able to carry out the duties of the role Ability and willingness to work outdoors in all weather conditions.		App Form, Interview
Personal Attributes Including Interpersonal & Communication Skills			App Form, Interview

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Special Requirements/Other	Working week will be 37 hrs Monday to Sunday on a 5 out of 7 rota including evenings, weekends and bank holidays, in line with business needs. The council's uniform and personal protective equipment must be worn at all times. As a normal part of your job, you will be expected to routinely undertake corporate activities on behalf of your Service. This will include undertaking corporate roles and project work, as long as it is appropriate to grade of the post.		App Form, Interview

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Additional information

Lancaster City Council Specific Knowledge

Once in post, demonstrate:

Understanding, implementation and adherence to Lancaster City Council's policies and procedures.

Understanding, implementation and adherence to Our Values.

Understanding of the post holder's own and their team's contribution to the Council's Corporate Plan.

General Statement

The above duties and responsibilities do not include or define all tasks that may be required of you. Duties and responsibilities may vary without changing the general character or grade of the role.

As a normal part of your job, you are expected to routinely undertake corporate activities on behalf of your Directorate, appropriate to grade of the role.

Learning and Development

You are expected to undertake any training and development appropriate to the current and future needs of the post.

Health & Safety at Work

All members of staff are responsible for fulfilling their health and safety roles and responsibilities, as outlined in the Job Description above. It is the employee's responsibility to ensure that they are familiar with the Council's health and safety policy, procedures, work instructions and relevant risk or other health and safety assessments pertinent to their work tasks, and that they carry out their work tasks in accordance with the significant findings of such.

Equal Opportunities

Lancaster City Council is an Equal Opportunities employer and has equal opportunities policies with which you are expected to comply at all times. The City Council condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias.

Climate Emergency

You will be expected to conduct your work activities in a way that demonstrates understanding of, and alignment with the requirements of delivering the Council's response to the Climate Emergency.

Community Safety

Section 17 of the Crime and Disorder Act requires local authorities to consider the community safety implications of all their activities. Officers of Lancaster City Council should have an awareness of community safety and consider any community safety implications within their own area of responsibility.

Safeguarding

Lancaster City Council delivers a range of services and activities that impact on the lives of children both directly and indirectly. Safeguarding children, ensuring their welfare, safety and health is of paramount importance. We are committed to providing safe and supportive services that will give children the opportunities to achieve their full potential.

Employee Signature:		Print name:		Date:	
Manager Signature:		Print name:		Date:	