

Role Description

Cemeteries Bereavement Officer



Title	Cemeteries Bereavement Officer
Classification/Grade/Band	Band 2 Level 2
Group/Unit/Section	Governance/ Business Enterprise / Cemeteries
Reports to	Section Manager Cemeteries

Vision and Purpose

A vibrant and sustainable Central Coast

Purpose

To provide valuable services that strengthen and support the Central Coast Community

Values

Decisions, actions and behaviours are governed by our Corporate Values; Serve, Collaborate, Improve, Be Your Best and Be Positive. All employees have a responsibility to uphold and champion these values.

Primary Role Statement

In contributing to the overarching vision and purpose, the role of Cemeteries Bereavement Officer is responsible for ensuring that Central Coast Council's (CCC) cemeteries are managed to optimise financial viability through the provision and delivery of a range of bereavement services to achieve the highest standards of customer services and sensitivity.

The position of Cemeteries Bereavement Officer is required to provide quality customer service and create value for the community.

Key Duties and Responsibilities

- Develop, implement and monitor day to day operations and programmed maintenance schedules in accordance with agreed levels of service and without interfering with funeral services;
- Contribute to the efficient management of the cemetery functions including financial, marketing, administrative functions and capital works programs;



- Ensure cemeteries provide continually high standards of customer services and support the needs of the bereaved;
- Effectively identify burial sites and graves and ensure accurate placement of ashes and plaques in cemeteries, with or without mourners in attendance;
- Coordinate maintenance and construction projects throughout the cemeteries network to ensure presentation standards are maintained and disruptions are kept to a minimum;
- Research and identify market opportunities, liaise with contractors on the design and development of marketing material and implement and support marketing initiatives;
- Provide effective and efficient services by monitoring, analysing and reporting on the financial activities of the cemeteries;
- Undertake risk assessments and produce safe work method statements, standard operating and customer service procedures and other required documentation to ensure consistency and sensitivity in service delivery;
- Perform any other duties, tasks or projects the employer may assign, having regard to the incumbent's skills, training and experience.

Authority and Accountability

- Take care of your own health and safety and that of others. Comply with any reasonable instructions and apply Council's Safe Systems of Work consistent with the Responsibilities, Authorities and Accountabilities of your role;
- Policy and procedures are readily available but the Cemeteries Bereavement Officer is required to choose the appropriate processes. Unusual problems may be referred for clarity of policy or direction;
- Decisions affect the work and activities of others within the work group or team;
- The work of the Cemeteries Bereavement Officer influences the community within a specified service line through the application of technical skill or application of regulatory requirements;
- The Cemeteries Bereavement Officer is responsible for ensuring that operational safety standards or other requirements are met at an operational level;
- Identifies requirements as an input to budget development;
- Look for ways to save costs. Be conscious of budget constraints and be aware of cost implications of own actions within own work area.



Personal Attributes

- Be adaptable, flexible and focused when dealing with change;
- Represent Council honestly, ethically, professionally and lead by example;
- Be committed to achieving work goals and maintains motivation when tasks are challenging and actively seek feedback from colleagues and stakeholders;
- Be responsive to the input of others and works to understand their perspectives.

Interpersonal Skills

- Listen to others and asks appropriate, respectful questions and monitors non-verbal cues and adapts behaviour accordingly;
- Support and promote a culture of quality customer service identify and respond quickly and provides solutions to meet customers' needs;
- Build a supportive and cooperative team environment, share information and learning across teams and solve issues and challenges in collaboration with others;
- Respond to conflict without inflaming the situation and knows when to refer to a supervisor for assistance and/ or withdraw from a conflict situation.

Business Enablers and Technical Skills

- Complete tasks to agreed budgets, timeframes and standards without guidance and contribute to the allocation of responsibilities and resources to ensure achievement of team goals;
- Understand the team/ unit objectives and responds proactively to changing circumstances and adjust plans and schedules when necessary;
- Identify issues that may impact on task completion and provides appropriate solutions;
- Understand delegations and act within authority levels;
- Exercise fiscally responsible behaviour and remain up to date with financial delegation processes;
- Support system improvement initiatives and embrace new technologies;
- Purchase under delegation and comply with procedures;
- Understand project goals, action tasks and expected outcomes and identify and escalate project variances.



Team Work

- Recognise and acknowledge individual/ team performance;
- Monitor and use resources responsibly to achieve team objectives;
- Accommodate changing priorities and respond flexibly to uncertainty and ambiguity.

QUALIFICATIONS

Essential

- Certificate III qualification in Cemetery and Crematorium Operations or related field OR demonstrated solid contemporary experience in a similar role, combined with ongoing professional development;
- Current Class C Driver's Licence.

Desirable

- Certificate III qualification in Business Studies or related field OR demonstrated solid contemporary experience in a similar role, combined with ongoing professional development;

Experience

- Demonstrated significant interpersonal, communication and negotiation skills including the ability to persuade stakeholders and ability to respond with empathy and sensitivity when managing customer enquiries;
- Demonstrated sound knowledge of cemetery operations and awareness of cultural, religious diversity and burial practices;
- Knowledge and ability to create and maintain balance sheets and profit and loss statements;
- Knowledge and awareness of Cemeteries and Crematoria Act, Local Government Act and other relevant legislation.



Key Relationships

Internal	External
Section Managers/Team Leaders	Members of the Public/residents/ratepayers
Other Council employees (not including direct reports)	Commercial/industrial/development representatives (e.g. Vendors, builders, clients)
	Community Organisations – service clubs etc.
	Professional/Industry associations including Unions
	Consultants, solicitors and other professionals
	State and Federal Government Agencies
	Local Business

