



Job Profile and Working for Stockport



Stockport

to keep the people of Stockport at the heart of what we do.

Team

to succeed as a team, collaborating with colleagues and partners.

Ambition

to drive things forward with ambition, creativity and confidence.

Respect

to value and respect our colleagues, partners and customers.

Our Council

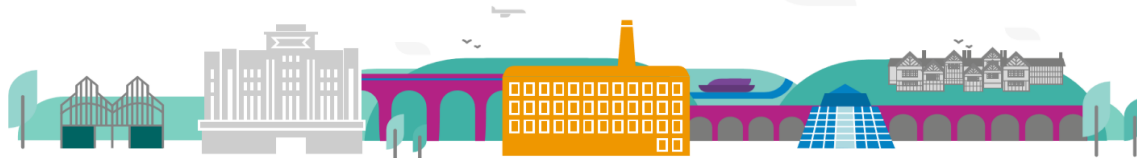
Our employees are our **greatest asset**. We're proud of the way we provide vital frontline services every day and work together, as **one team**.

Our 4 **core values** as shown above, run through everything that we do, and we aim to stay **true** to them regardless of the challenges that we may face.

To **support** our values, we have policies, guidance and procedures around health, safety and welfare, customer care, emergency planning and security that all our **colleagues** are adhering and working to.

We also **pride** ourselves on our commitment to wellbeing and inclusivity of our colleagues and residents.

You can find out more about working for Stockport Council and some of the benefits that we offer our employees at <https://greater.jobs/locations/stockport/>



About the Job

Role:

Cemetery Grounds Operative

Service Area:

Bereavement Services

Directorate:

Services to Place

Salary Grade:

Scale 5

Main Purpose of the Job

To carry out across all Stockport cemetery sites as necessary; grave digging, grounds maintenance and associated cemetery maintenance and operational activities in accordance with Stockport Cemeteries Terms of Use, The Cemetery Local Authorities Cemeteries Order, Church of England Faculties relating to consecrated areas and closed churchyards and the Guiding Principles of the Institute of Cemetery and Crematorium Management, including any future amendments.

Key Responsibilities

Grounds & Grave digging Duties:

- Undertake grounds and grave digging duties as directed by supervisors or the team manager. Duties may include; grave digging by hand or by use of mechanical equipment, grave presentation, back filling, ground levelling, greeting mourners and funeral directors, exhumations, planting; pruning, tree crown lifting, minor landscaping/ infrastructure works; weeding; garden and grounds maintenance; salting and snow clearance; leaf clearance, control of litter in grounds, headstone inspection and any other associated duties.

Headstone and Memorial Inspection

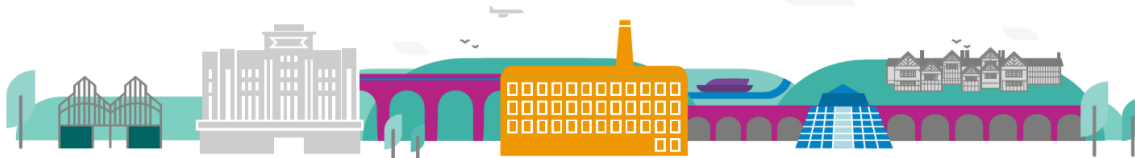
- Assist in the delivery of the Council's policy and procedures on headstone and memorial safety and inspection. This will involve a commitment to actively inspecting memorials when asked by supervisors or the team manager to do so, recording results and initiating appropriate action.

Flowers/Wreaths:

- Handle tributes in a safe and respectful manner; remove tributes from viewing display areas; clean viewing areas, display areas and reflection gardens; clear old flower displays and tributes; remove flowers from grounds and display areas as and when required.

Cleaning:

- Clean employee and public facilities; sweep and mop all floor areas; clean all wall tiles, doors and windows; clean internal lights; clean/maintain car parks, driveways and paved areas; clean equipment and tools; maintain



cemeteries and associated areas to the highest standard.

Maintenance:

- Maintain plant and equipment and report any issues to supervisors or the team manager. Report general repairs and maintenance issues to buildings and grounds. Keep appropriate maintenance records and logs.

Paperwork:

- Deal with all necessary paperwork relating to burials and cemetery management duties, make entries in registers and databases as required.

Office:

- Provide full administrative support to the general office as directed, including providing cover of phone duties, making service bookings; liaising with funeral directors, clergy and service users; inputting of data onto computer system; production of daily reports and information; book of remembrance/memorial advice and sales.

Computers and Associated Equipment:

- Undertake day-to-day duties, maintain relevant computer records.

Chapel Duties:

- Provide occasional assistance to the crematorium employees, helping with chapel duties as directed by supervisors. Duties may include liaising with Officiants, organists, public and funeral directors, receiving funerals, checking coffin identification, resolving minor issues in a professional and respectful manner; ensure serious issues are brought to the attention of the management team immediately; control of service light system; accurate playing of music and audio systems; supervision of flower display area; closing of curtains, if necessary; tidying and preparing chapel for next funeral; liaising with the music system provider support team.

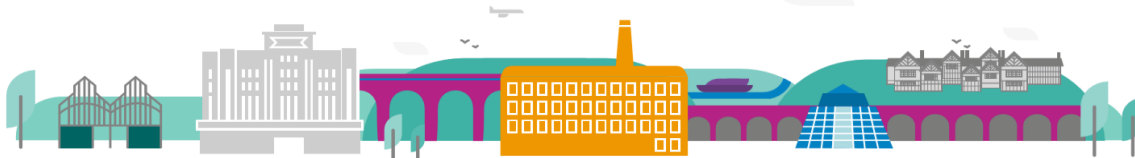
Security/Public Conduct:

- Maintain orderly conduct and report accordingly. Lock/unlock buildings and gates as required. Liaise with visitors to the Cemeteries, giving advice and help, as necessary. Open Books of Remembrance to the appropriate day.

Safety:

- All duties must be carried out in accordance with service risk assessments and safe systems of work to comply with the Health and Safety at Work Act, COSHH Regulations and other cemetery relevant regulations and Codes of Practice.

Conduct and Appearance:



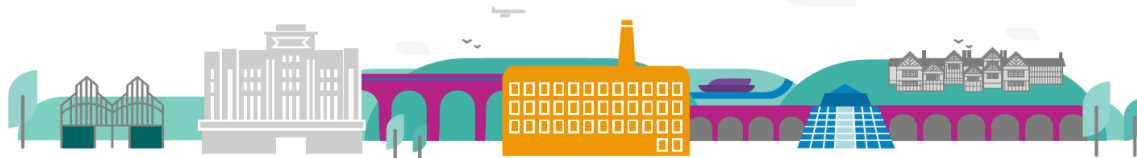
- When working in the public or cemetery areas, all employees will act in a dignified and respectful manner. When facilitating funerals, employees will acknowledge the considerable responsibility and trust which is placed in them, by the bereaved, and act appropriately at all times. Employees will attain a high standard of dress and appearance at all times to reflect the reverence and respect required by the duties being undertaken.
- To interface and support Grave Owners and Customers in the Borough's cemeteries and Closed Churchyards and to deal with general requests for service, forwarding any complaints that they may receive to senior officers in an appropriate and respectful manner.
- To attend and, where appropriate, take an active role in staff meetings and other such meetings held outside the Cemeteries department.
- To attend external, in-house training or shadowing. To attend and participate in any training or refresher courses pertinent to Cemetery management and maintenance.
- Any other relevant duties as may be required by the Bereavement Services Manager.
- To work positively and inclusively with colleagues and customers so that the Council provides a workplace to deliver a service that does not discriminate against people on the grounds of their age, disability, gender reassignment, marriage, civil partnership, pregnancy, maternity, race, religion, belief, sex, or sexual orientation.
- To fulfil personal requirements, where appropriate, with regards to Council policies and procedures, standards of attendance, health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council's priorities.

Hours of Work

- Standard hours of work are 37 hours per week across 5 days, Monday to Friday. Working hours flexibility and personal time management are essential requirements within this team.
- Participation in the weekend and bank holiday burial call out service, on a rota basis, for which a standby payment and overtime if called out will be paid.

Additional Information

The responsibilities set out in this document, in the advert and any additional information are intended to provide a flavour of the work you will carry out. It is not possible to include everything you will be asked to undertake, and we expect all colleagues to work flexibly according to business needs and to enhance your own development. Your skills, abilities and training needs will be taken into account and discussed with you when any significant changes to your role are needed. In line with our flexible approach you may be required to



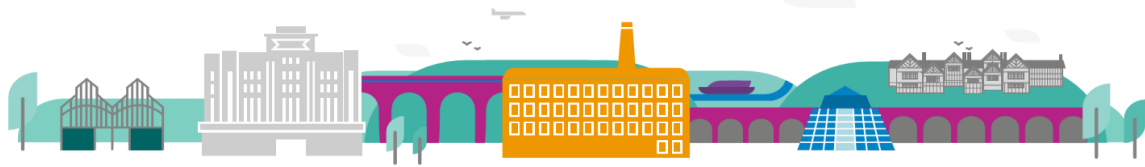
work from home for a proportion of your time or from any of the Council's sites across the borough.

The Council is an inclusive employer and holds the Disability Confident and Armed Forces Covenant accreditations. If you have a disability, we will support you by implementing reasonable adjustments to enable you to perform your role.

About You

Please use your application to tell us how well you meet the criteria listed below as these are the key skills, experience, technical expertise and qualifications needed to be successful in the role. We will then use all the information you provide in your application to help us decide whether you are shortlisted for interview. Any interview questions or additional assessments such as tests or presentations may also be broadly based on these criteria:

- Working to the Council's values and behaviours by:
 - Keeping the people of **Stockport** at the heart of what we do
 - Succeeding as a **team**, collaborating with colleagues and partners
 - Driving things forward with **ambition**, creativity and confidence
 - Showing value and **respect** to our colleagues, partners and customers.
- Good Personal Skills:
 - Team Player (E)
 - Ability to work on own and using own initiative (E)
 - Attention to detail (E)
 - Ability to solve problems (D)
 - Courteous/Respectful (E)
 - Listening/understanding ability (E)
 - Approachable (E)
 - Flexibility (E)
- Experience
 - Cemetery grave digging experience (D)
 - Computer literate (E)
 - Gardening work/experience (E)
 - Mechanical work (Maintenance & excavation) (D)
 - Administration/ keeping accurate records (D)
 - Working with the Public (E)
 - Team Working (E)
- Attainments/ Qualifications
 - Good standard of literacy/numeracy (E)
 - Cemetery operative Certificate of Competence (D)
 - Willingness to undertake training and personal development activities (E)
 -
- Knowledge
 - Cemetery operational duties (D)
 - Headstone Inspection Code Practice (D)



- Appreciation of Public needs (E)
- Special Requirements
 - Willing to learn/adapt (E)
 - Able to undertake weekend and evening shifts and duties on a rota basis as required (E)
 - Full UK Driving License (E)

(E) =Essential requirement

(D) =Desirable requirement