

Position Description



Position Title:	Cemetery operations/ grounds person
Department:	Commercial services and operations
Classification:	Outdoor Level 2
Reports to:	Outdoor supervisor – east
Region:	East region
Primary Location:	Lilydale
Employment type:	Full-time, ongoing

ORGANISATIONAL OVERVIEW

At The Greater Metropolitan Cemeteries Trust we believe in caring for your loved ones with dignity and kindness. Our 18 cemeteries and memorial parks are maintained in perpetuity, giving you, your family and future generations peace of mind.

Each year, we help more than 12,000 families – of all cultures and faiths – plan and prepare for funeral, cremation, interment and memorial services.

We are committed to maintaining these beautiful, restful and sustainable places to preserve and protect the memories and history they hold.

Vision

Lasting memories, peaceful places.

Mission

We provide the final care for your loved ones, with dignity and kindness. We respect all peoples, our heritage, our communities and the environment.

Values

Our values underpin all that we do at GMCT. They define how we conduct our business and how our employees approach their work. GMCT's values are:

- compassion
- respect
- sustainability
- integrity

POSITION OVERVIEW AND PURPOSE:

This position is responsible for the preparation and delivery of all burial services including but not limited to the digging, set up and backfilling of graves, the use of the scissor lift for mausoleum interments, ledger /shutter removals, preparation and interment of cremated remains, placement of memorial plaques and grounds maintenance. The role will provide additional support to crematorium operations and the chapel.

The cemetery operations/grounds person will be engaged within east region and the primary location for this role will be Lilydale Memorial Park. This position may be required to commence work at different sites within the east region or any future site managed by the east region from time to time.

REPORTING LINE:

- The position reports to the outdoor senior supervisor – east.
- There are no direct reports to this position.

KEY RESPONSIBILITIES:

This role is primarily responsible for the preparation of grave sites, mausoleum crypts and ledger removal and ground maintenance. Duties will include routine horticulture and daily care and maintenance within designated lawn, garden and monumental areas, as directed by the supervisor. Ground duties include but are not limited to weeding, pruning, digging, raking, mulching, planting, spraying (with approved herbicides and pesticides), reticulation and mowing. The employee will also participate in the development of new areas in GMCT cemeteries as required.

The role will be required to provide support to the operations of the crematorium and chapel. This includes ensuring all documentation is provided and checked for all cremations, ensuring that all cremations occur in line with GMCT's policy and procedures, assisting with crematorium maintenance, and assisting in the preparation and the delivery of chapel services.

This role may also be required to assist other team members at any GMCT cemetery as required. This role is part of the operations team which sits within the commercial services and operations workgroup.

This role will be working outdoors in all types of weather and will require travel to GMCT cemeteries or offsite locations for training and development. This role may be required for weekend work on a roster basis.

Responsibilities include:

- accurately identifying and checking the location grave sites
- operating and/or directing backhoe/excavator in digging graves
- hand digging graves when required
- assessing soil conditions and the installation of appropriate shoring for individual graves

- for funerals, preparing grave sites with equipment as requested by the funeral director and surrounds including pathways or other requests as directed by manager/supervisor
- backfilling and clean-up of grave sites
- removal and installation of crypt shutters and sealing for mausoleum interments
- removal and installation of ledgers on monumental graves
- as required, ensuring all appropriate documentation is provided for all burials and cremations and is checked and completed prior to burial or cremation commencement
- ensuring that all burials and cremations occur as per GMCT policy
- routine horticultural activities as directed
- installing and positioning memorial plaques and bases
- providing assistance in delivery of cremations workload to ensure efficient timeframes are met
- performing daily OH&S checks for cremators as per operator manuals and procedures
- providing assistance in the chapels to all stakeholders
- operating audio visual equipment in line with funeral directors requirements
- advising the public on locations of graves/memorials, funerals and cemetery amenities

KEY ACCOUNTABILITES

Provide leadership

- promote, build and maintain good communication and working relationships within the work units and across other GMCT departments

Build a viable and sustainable organisation

- ensure that all operations are delivered in line with procedure/operations manuals and that all GMCT policies are adhered to
- ensure the presentation of the cemetery grounds are of a high standard and meet customer expectations
- contribute to the planning, monitoring and achievement of productivity against negotiated targets and implement strategies to meet agreed service targets
- maintain accurate and up to date records of work undertaken in accordance with GMCT policies and practices
- service and productivity levels consistent with target
- evidence of contribution to planning and monitoring activities
- documentation complies with Greater Metropolitan Cemeteries Trust policies and procedures
- tasks and activities completed within agreed timeframes

Community, clients and stakeholders

- demonstrate a highly collaborative approach to building and maintaining productive working relationships with internal and external stakeholders

- provide accurate information and advice to funeral directors, families and visitors
- effectively communicate with all internal and external stakeholders
- ensure personal presentation upholds GMCT values

People and workforce

- participate in professional development and continuing education as is made available by GMCT
- embrace and engage with the values and mission statement of the GMCT in all facets of the role
- adopt a collaborative and consultative approach with team members and management
- provide assistance in other areas as may be required from time to time

Governance and accountability

- ensure that all documentation received is compliant with the requirements of the Cemeteries and Crematoria Act 2003, and Regulations 2015
- maintain accurate and up-to-date records within the cemetery management system in accordance with GMCT policies and procedures
- adhere to all relevant HR policies and procedures

Occupational health and safety/risk management

All employees, contractors and service providers are responsible for effective risk management including incident reporting, and ensuring that management is aware of risks associated with business operations.

All employees are to:

- understand and adhere to the OH&S policy, risk management strategy, policy and procedure
- assist their manager in identification, development and maintenance of the health and safety improvement action plan
- develop agreed and measurable success measures to support the health and safety management action plan and health and safety management strategy
- assist their manager in the input of risks, hazards or environmental risks into the risk register database
- implement hazard management practices in their daily activities
- report any injury, illness, asset or financial loss, hazard or near miss incident to their manager/supervisor within 24 hours of detection in accordance with GMCT procedures
- comply with health and safety practices in accordance with the OH&S Regulations 2007, Victorian Work Cover Authority Codes of Practice and GMCT Safety Management Plan 2014

KEY SELECTION CRITERIA:

Qualifications

- Certificate III in Grave Digging (desirable)
- demonstrated experience in a similar role

Experience

- demonstrated experience in correct manual handling technique
- high level of interpersonal and communication skills and demonstrated ability to apply these with internal and external stakeholders
- multilingual skills (Chinese, Italian, Greek, Arabic, etc) are highly desirable
- proven ability to work independently as well as part of a team
- proven understanding of, and commitment to, OH&S practices which ensure a safe and healthy working environment for staff and the public
- attention to detail which ensures accurate and up to date records are maintained
- demonstrated capacity to effectively organise resources to achieve delegated tasks within agreed timeframes
- flexibility and initiative in dealing with the unexpected including the ability to maintain a professional approach at all times
- display acceptance and understanding of ethno-cultural and religious diversity
- maintain integrity, trust and confidentiality at all times

Technical

- current Victorian drivers licence (**mandatory**)
- Medium Rigid driver's licence - manual (desirable)
- excavator / backhoe licence (desirable)
- Elevated Work Platform licence (desirable)
- Confined spaces certification (desirable)

Verification:

The incumbent can expect to be allocated duties not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.

I have read and understood the requirements of this role:

Position holder:

<i>Signature</i>	<i>Print Name</i>	<i>Date</i>
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Manager:

<i>Signature</i>	<i>Print Name</i>	<i>Date</i>
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