

 <p>The Greater Metropolitan Cemeteries Trust Lasting memories, peaceful places.</p>	Position description
Position Title	Cemetery Operations/burial
Fixed Term Contract or EBA	EBA
Status	Full time, ongoing
Classification	EBA Level 2.1A
Remuneration (EBA only)	Base salary \$65,543.21 p.a. plus 9.5% superannuation
Hours of Work	38 hours a week 5 days
Region	North
Primary Location	Fawkner Head Office but may be required to travel to other GMCT sites
Date PD Adopted	April 2018

1. Organisational environment

At The Greater Metropolitan Cemeteries Trust (GMCT) we believe in caring for our communities with dignity and compassion. Each year, we help more than 12,000 families, of all cultures and faiths, to plan and prepare for funeral, cremation, interment and memorial services.

GMCT is custodian of 21 cemeteries (including two greenfield sites) and memorial parks which are maintained in perpetuity, giving our families, communities and future generations peace of mind. We are committed to maintaining these beautiful, restful and sustainable places to preserve and protect the memories and history they hold.

GMCT is comprised of three regions (north, east and west). Corporate functions and administration are conducted from the head office, located at Fawkner Memorial Park. The organisation employs approximately 200 staff. We recognise that our industry sector is not immune to change, and is being shaped by a number of trends. We are in a strong position to respond to these trends but require a workforce that is agile, resilient and up for change and innovation.

Our Vision

Lasting memories, peaceful places

Our 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.

2. GMCT Strategic Plan 2016 - 2021

Our 2017-2022 strategic theme – *'stepping up and reaching beyond'* - serves to articulate a commitment to our team and our stakeholders, to ensure we consistently strive to deliver beyond expectations, challenge perceptions of the industry, improve our service offering, and work with our communities. Our aspirational road map for the next five years will see GMCT focus on four fundamental pillars

- **Community connections** – we will lead and nurture strong connections with the communities we serve
- **Lasting stewardship** – we are stewards of the community assets we care for now and in perpetuity
- **Operational excellence** – our people will strive for excellence in everything we do, facilitated by innovative and effective technology, systems and processes
- **Change ready agility** – our culture is brave, innovative and collaborative, and aligns with our corporate values and strategic goals

These priority areas will underpin and inform initiatives and decision making over the next five years and ensure we are focused, transparent and accountable, while also allowing GMCT room to respond to new opportunities, challenges and changing needs and expectations.

3. Organisational context

As depicted below, GMCT currently includes 21 cemetery sites across metropolitan Victoria, and may acquire new cemeteries from time to time

- | | |
|-------------------------------|--|
| 1. Altona Memorial Park | 12. Northcote Cemetery |
| 2. Andersons Creek Cemetery | 13. Northern Memorial Park |
| 3. Burwood Cemetery | 14. Preston Cemetery |
| 4. Coburg Pine Ridge Cemetery | 15. Templestowe Cemetery |
| 5. Emerald Cemetery | 16. Truganina Cemetery |
| 6. Fawkner Memorial Park | 17. Werribee Cemetery |
| 7. Footscray Cemetery | 18. Williamstown Cemetery |
| 8. Healesville Cemetery | 19. Yarra Glen Cemetery |
| 9. Keilor Cemetery | 20. Plenty Valley – Yan Yean (greenfield site) |
| 10. Lilydale Lawn Cemetery | 21. Harkness (greenfield site) |
| 11. Lilydale Memorial Park | |

4. Professional standards

Our values

At the heart of our strategic plan remain our organisational values. GMCT values inform everything we do and provide the framework for how we conduct our business and how each person goes about their work, regardless of their role in the organisation.

Our values are a description of the way we see the world and what is most important to us. They are the basic principles that will guide and shape the way we think and act. This includes the way we provide services to our customers, the way we treat each other within the organisation and the way we relate to the wider community.

Our values are

Compassion

A staff member who demonstrates the GMCT value of compassion will

- try to see the situation from the other person's point of view
- respond with sensitivity and kindness to our customers, members of the community and our colleagues
- demonstrate willingness to provide help and support

Respect

A staff member who demonstrates the GMCT value of respect will

- show appreciation for the contribution of others
- seek to understand the priorities and needs of others
- provide high quality service
- demonstrate a 'can do' attitude

Sustainability

A staff member who demonstrates the GMCT value of sustainability will

- portray a positive image of the organisation to build reputation, even when things are difficult
- use the organisation's resources efficiently
- demonstrate concern for our environment
- identify better and innovative ways of doing things

Integrity

A staff member who demonstrates the GMCT value of integrity will

- communicate openly and honestly
- meet commitments to others and do what they say they will do
- deliver services in a professional manner
- accept responsibility for their own decisions and actions even when they make a mistake

5. Position organisational relationships

This position will form part of the North Region operational team, providing burial operations and horticulture services as well as providing support to the crematorium and chapel, within the Directorate of Operations. This position has the following organisational relationships:

Accountable to:	Outdoor senior supervisor - north
Supervises:	No direct reports
Internal liaisons:	Executive team, managers, supervisors, other GMCT staff
External liaisons:	Funeral directors, members of the public, stonemasons, general public, other stakeholders

6. Position context

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 for cremated remains, placement of memorial plaques and grounds maintenance. This role will provide additional support to the crematorium operations and chapels.

The cemetery operations/burial role will be engaged within the northern region and the primary location for this role will be Fawkner. This position may be required to commence work at different sites within the northern region or any future site managed by the northern region from time to time.

7. Position objectives

Providing critical operational tasks, this position is instrumental in ensuring that a high level of service is provided to all aspects of this position and contributes to the continued positive outcomes that the GMCT deliver.

8. Key responsibilities

This role is primarily responsible for the preparation of grave sites, mausoleum, vaults crypts and ledger removal and ground maintenance. Duties will include routine horticulture including 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. They will also participate in the development of new areas throughout the Park 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 the Greater Metropolitan Cemeteries Trust policy and procedures, assisting with crematorium maintenance, and assisting in the preparation and the delivery of chapel services.

This role will be working outdoors in all types of weather and will require travel to other Greater Metropolitan Cemeteries Trust site or offsite location for training and development. This role may be required for weekend work on a roster basis.

Responsibilities are:

- identifying and checking accurately, the location of a grave site
- 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
- preparing a grave site with equipment as requested by the funeral director and surrounds including pathways or other requests as directed by manager/supervisor for a funeral
- backfilling and clean-up of a grave site
- removal and installation of crypt shutters and sealing for mausoleum interments;
- as required ensure all appropriate documentation is provided for all burials and cremations, checked and completed prior to burial or cremation commencement
- ensure that all burials and cremations occur as per greater metropolitan cemeteries trust policy
- routine horticultural activities as directed
- installing and positioning memorial plaques and bases
- provide assistance in delivery of cremations workload to ensure efficient timeframes are met
- perform daily OH&S checks for cremators as per operator manuals and procedures
- operate audio visual equipment in line with funeral directors requirements
- advise public on locations of graves/memorials, funerals and cemetery amenities.

9. Key capabilities

Essential capabilities	
Capability	Proficiency level
Grounds & Graves Management – provides consistent, reliable management of grounds and graves that minimises risks and enhances customer experience	Foundational
<ul style="list-style-type: none"> • Understands the requirements and standards of grounds and graves • Understands the types of memorials and graves that are available through GMCT • Demonstrates understanding of the range of products, services and offerings that are available to fit different cultural needs/requirements • Has knowledge of the geography of the cemetery and how it all fits together • Demonstrate understanding and adherences to GMCT safety standards • Able to apply previous trade experience to role (e.g. Small plant machinery, maintenance) 	
Capability	Proficiency level
Emotional Intelligence – identifies, controls and appropriately expresses emotions of self, and manages the emotions of others with empathy and respect	Foundational
<ul style="list-style-type: none"> • Demonstrates awareness and understanding of own emotions and mood • Understands the impact that emotions can have on thinking, decision making and behaviour • Demonstrates awareness of the impact own emotions can have on how to interact 	

with others	
<ul style="list-style-type: none"> • Demonstrates awareness and acceptance of the cultural, religious and other demographic backgrounds of GMCT customers and stakeholders 	
Capability	Proficiency level
Customer Centricity – has the customer experience at the forefront of every decision and action	Foundational
<ul style="list-style-type: none"> • The customer is at the heart of every decision and action • Clearly understands who the customer is (internal and external) • Identifies and meets customer needs • Understands the drives of GMCT customer satisfaction and how to positively influence these 	
Capability	Proficiency level
Accountability & Results Focus – plans effectively and takes accountability for behaviours and results	Foundational
<ul style="list-style-type: none"> • Completes goals and activities that are aligned to teams, business and GMCT strategic goals • Understands the GMCT strategic objectives and GMCT values • Follows GMCT process and completes work in a timely manner to expected standards • Identifies issues or roadblocks and escalates appropriately • Holds self to account for results and behaviour and accepts responsibility for outcomes 	
Capability	Proficiency level
Change Agility & Resilience – Maintains composure and focus under pressure and quickly adapts to change	Foundational
<ul style="list-style-type: none"> • Embraces change with patience, an open mind, and maintains a positive attitude during times of change • Works effectively even when faced with disruption and uncertainty • Understands how self and others manage health & wellbeing • Uses effective strategies to stay calm and composed under pressure • Maintains health and vitality to enable 'bounce-back' from setbacks 	
Capability	Proficiency level
Collaboration – Builds and maintains positive relationships to enhance productivity and increase customer satisfaction	Foundational
<ul style="list-style-type: none"> • Awareness of key internal and external stakeholders, and how best to engage with them to achieve desired results • Forms strong relationships with immediate team • Works effectively as part of a team • Adopts a flexible, open minded approach to achieving own objectives whilst supporting the achievement of broader team objectives • Understands the importance of teamwork in achieving individual and team objectives 	

Preferable capabilities

Capability	Proficiency level
Operational Excellence – drives and supports improvements in operations that enhance productivity, efficiency and effectiveness whilst maintaining safety and minimise risk	Foundational
<ul style="list-style-type: none"> • Understands requirements (including risk & safety guidelines) applicable to self and others within team • Maintains positive, open mind set when completing work and adapting to changes/improvements to role • When prompted, shares ideas for improvements that will enhance efficiency, effectiveness and/or productivity 	
Capability	Proficiency level
Communicating with Impact – engages and inspires other through clear, timely, accurate and persuasive communication	Foundational
<ul style="list-style-type: none"> • Uses active listening and appropriate questioning techniques to uncover stakeholder/customer needs and drives • Use relevant information and evidence to explain an idea or concept • Communicate information in a clear, accurate, timely and structured manner • Communicates openly and honestly 	
Capability	Proficiency level
Leadership – provides direction and purpose, and empowers, motivates and inspires others to achieve their potential	Foundational
<ul style="list-style-type: none"> • Actively seeks to improve self-awareness, develop skills and knowledge • Works towards realising personal and professional aspirations • Provide honest, regular and constructive feedback to manager and peers • Understands GMCT values and demonstrates congruent behaviour 	
Capability	Proficiency level
Profession-Specific – knowledge, skills and experience that are required for non-industry specific professions	Foundational
<ul style="list-style-type: none"> • Knowledge and understanding sufficient enough to handle routine tasks • Understands and can discuss terminology and concepts relating to the capability • Requires some guidance or supervision when applying the capability 	

10. Corporate involvement

GMCT is a values-based organisation and seeks to cultivate a culture founded on quality of service delivery, responsiveness, collaboration and respect for others. It is an environment that requires all team members to maintain high standards of work.

All GMCT employees are required to

- maintain the highest standards of integrity and behaviour in line with GMCT values and code of conduct.
- uphold and enhance the reputation of GMCT.

- Participate in the development and review of organisational initiatives and assist in the delivery of organisational goals.
- Participate in regular performance management planning and review processes with immediate manager.
- Undertake identified training and development activities/programmes.
- Provide regular and /or ad-hoc reports to immediate manager when required in an agreed format for the purpose of monthly supervision, team meetings and six monthly and annual individual development reviews.
- Attend Regional and Team meetings as required.
- Maintain confidentiality at all times.
- Comply with all GMCT policies and procedures.
- Understand and adhere to all OH&S policy, legislation, regulation, risk management strategy, policy and procedure.
- Be responsible for effective risk management including incident reporting, and ensuring that management is aware of risks associated with business operations.
- Assist their manager in the 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 losses, hazard and near miss incidents 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 WorkCover Authority Codes of Practice and GMCT Safety Management Plan 2014.
- Comply with all other Commonwealth and State legislation relevant to the organisation.
- Undertake other duties as directed by immediate manager not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.

11. Key selection criteria

Applicants must address the following criteria in writing to be considered for this position

All selection criteria are essential unless marked as 'desirable'

Qualifications & experience

- certificate iii in grave digging (desirable)
- demonstrated experience in a similar or comparable role

Skills / abilities

- correct manual handling technique
- ability to maintain a professional approach at all times
- high level of interpersonal and communications skills and demonstrated ability to apply this to internal and external stakeholders
- proven ability to work independently as well as part of a team
- proven understanding of, and commitment to, OHS practices which ensure a safe and healthy working environment for staff and the public
- a commitment to the responsible application of the risk management process in the activities that is undertaken in the workplace and to identify, manage and report risks to the accountable person or committee
- attention to detail
- 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
- multi lingual skills (Chinese, Italian, Greek, Arabic, etc.) is desirable
- displays acceptance and understanding of ethno-cultural and religious diversity
- maintains integrity, trust and confidentiality at all times.

Technical skills

- current driver's license (mandatory)
- medium rigid driver's license manual preferable (desirable)
- excavator/backhoe license (desirable)
- ewp license (desirable)
- confined spaces certification (desirable)

Relevant physical requirements

Requirements	Frequency of Occurrence (tick where appropriate ✓)				Comments
	Rarely 0% to 5%	Occasionally 6% to 33%	Frequently 34% to 66%	Regularly 67%-100%	
Weights and Forces					
Lifting from floor to waist (<5 kg per item)			✓		
Lifting at waist height (<5 kg per item)			✓		
Lifting waist to above shoulder (<5 kg per item)		✓			
Carrying				✓	
Pushing (trolley weighing up to 50kg)		✓			
Pulling (trolley weighing up to 50kg)		✓			
Moving equipment and/or furniture			✓		
Holding or supporting			✓		
Above shoulder			✓		
Whole Body and Lower Limb Movement					
Standing				✓	
Sitting - at desk	✓				
Sitting – vehicle			✓		
Walking				✓	
Walking – whilst carrying			✓		
Walking – on uneven ground				✓	
Climbing – stairs	✓				
Climbing - ladders		✓			
Driving – passenger vehicle			✓		
Computer – desktop	✓				
Computer - laptop	✓				
Squatting			✓		
Kneeling		✓			
Upper Body and Upper Limb Movement					
Reach - forward (>30cm from body)		✓			
Reach - side (>30cm from body)		✓			
Reach – above shoulder			✓		
Gripping or grabbing				✓	
Bending neck - looking up			✓		
Bending neck - looking down			✓		
Rotating neck			✓		

Requirements	Frequency of Occurrence				Comments
	Rarely 0% to 5%	Occasionally 6% to 33%	Frequently 34% to 66%	Regularly 67%-100%	
Bending spine - forward			√		
Bending spine - backward	√				
Twisting spine to side	√				
Writing with pen or pencil			√		
Typing	√				
Sensory					
Hearing – holding direct conversation and telephone				√	
Hearing – alarms , signals, disturbance			√		
Visual – read printed material, signage			√		
Visual – read computer screens	√				
Visual - driving				√	
Other					

I have read and understood the requirements of this role

Employee

Signature **Print Name** **Date**

Manager

Signature **Print Name** **Date**