

 <p><b>The Greater Metropolitan Cemeteries Trust</b> Lasting memories, peaceful places.</p>	<b>Position description</b>
<b>Position Title</b>	<b>Funeral services/crematorium assistant</b>
<b>Fixed Term Contract or EBA</b>	EBA
<b>Status</b>	Full-time, On going
<b>Classification</b>	EBA 2.1A
<b>Remuneration (EBA only)</b>	Base salary \$67,372.71 p.a. plus 9.5% Superannuation
<b>Hours of Work</b>	38 hours a week 5 days
<b>Region</b>	North
<b>Primary Location</b>	Fawkner head office but may be required to travel to other GMCT sites
<b>Date PD Adopted</b>	October 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. Melton West (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**

The funeral services/crematorium assistant will predominantly operate from the crematorium/chapel complex and may from time to time be required to assist in other department of the operations directorate at Fawkner cemetery. The funeral services/crematorium assistant will ensure that services delivered are efficient, effective and of the highest quality.

Accountable to:	Supervisor – funeral services
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 funeral services/crematorium assistant will be accountable for the following:

- ensure the prompt, respectful and responsive delivery of crematorium operations and services and chapel services, in accordance with chapel operations, quality processes and procedures & cemeteries act
- work cooperatively with all stakeholders in a multicultural environment
- maintain the crematorium, cremators and facility to a high and presentable standard
- ensure accurate and timely record keeping
- ensure the appropriate and accurate documentation is provided for all cremations
- provide assistance with the gatehouse duties as required
- assisting with chapel services as required
- assist as/when required with outdoor services
- data entry of operational documentation e.g. cremation documentation
- provide service and support to the bereaved in a sensitive and compassionate manner;

## **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**

The funeral services/crematorium assistant is responsible for:

- ensuring all cremations are conducted in a professional & dignified manner
- ensuring all cremations and documentation meets the requirements of the cemeteries act
- liaise with funeral directors to confirm delivery of deceased, checking paperwork and taking direction for chapel services
- assisting with chapel operations including operating AV equipment crowd control and direction
- memorialization operations, specifically with cremated remains arrangements and interments

- general crematorium duties
- provide backup to the burial operations team
- data entry & administration duties as required.

## 9. Key capabilities

Essential capabilities	
Capability	Proficiency level
<p><b>Customer Centricity</b> – has the customer experience at the forefront of every decision and action</p> <ul style="list-style-type: none"> <li>• Acts as GMCT advocate with community and customers</li> <li>• Understands customer needs and uses this knowledge to deliver the right solutions for them in the right way, at the right time</li> <li>• Uses customer satisfaction information to improve the customer experience</li> <li>• Consistently looks at issues from the eyes of the customer</li> <li>• Actively seeks feedback and insight from the customer when problem solving</li> </ul>	Intermediate
Capability	Proficiency level
<p><b>Emotional Intelligence</b> – identifies, controls and appropriately expresses emotions of self, and manages the emotions of others with empathy and respect</p> <ul style="list-style-type: none"> <li>• Describes own feelings in a way that is sensitive to the feelings of others</li> <li>• Listens with presence and empathy</li> <li>• Consistently demonstrates emotional self-management and self-regulation</li> <li>• Recognises others’ non-verbal emotional cues (eg. Body language)</li> <li>• Captures information and insights on the emotional needs of customers, and shares these with team/manager to inform decision making regarding the customer experience</li> <li>• Shares emotions appropriately with team to support an environment where it is safe to express and manage emotions</li> <li>• Adjusts own behaviour to meet the emotional needs of internal and external customers</li> <li>• Supports and manages the emotional state of customers in order to clarify and meet their needs</li> <li>• Balances the day-to-day operational requirements of the role with meeting the emotional needs of customers</li> </ul>	Intermediate
Capability	Proficiency level
<p><b>Collaboration</b> – builds and maintains positive relationships to enhance productivity and increase customer satisfaction</p> <ul style="list-style-type: none"> <li>• Awareness of key internal and external stakeholders, and how best to engage with them to achieve desired results</li> <li>• Forms strong relationships with immediate team</li> <li>• Works effectively as part of a team</li> <li>• Adopts a flexible, open minded approach to achieving own objectives whilst supporting the achievement of broader team objectives</li> </ul>	Foundational

<ul style="list-style-type: none"> <li>Understands the importance of teamwork in achieving individual and team objectives</li> </ul>	
Capability	Proficiency level
<b>Change Agility &amp; Resilience</b> – maintains composure and focus under pressure and quickly adapts to change	Foundational
<ul style="list-style-type: none"> <li>Embraces change with patience, an open mind, and maintains a positive attitude during times of change</li> <li>Works effectively even when faced with disruption and uncertainty</li> <li>Understands how self and others manage health &amp; wellbeing</li> <li>Uses effective strategies to stay calm and composed under pressure</li> <li>Maintains health and vitality to enable 'bounce-back' from setbacks</li> </ul>	
Capability	Proficiency level
<b>Accountability &amp; Results Focus</b> – plans effectively and takes accountability for behaviour and results	Foundational
<ul style="list-style-type: none"> <li>Completes goals and activities that are aligned to team, business and GMCT strategic objectives</li> <li>Understands the GMCT Strategic Objectives and GMCT Values</li> <li>Follows GMCT process and completes work in a timely manner to expected standards</li> <li>Identifies issues or roadblocks and escalates appropriately</li> <li>Holds self to account for results and behaviour and accepts responsibility for outcomes</li> </ul>	
Capability	Proficiency level
<b>Digital Experience</b> – providing customers with seamless and consistent experiences, across all GMCT digital channels	Foundational
<ul style="list-style-type: none"> <li>Understands the GMCT digital channel environment and where information for customers is stored across all channels</li> <li>Understands how the channels work together to deliver a consistent, seamless customer experience</li> <li>Understands capabilities and limitations of each GMCT digital channel</li> <li>Proficient using applications required by the business (eg. Smartphones, MS Word) to use and capture information</li> </ul>	
<b>Preferable capabilities</b>	
Capability	Proficiency level
<b>Communicating with Impact</b> – engages and inspires others through clear, timely, accurate and persuasive communication	Foundational
<ul style="list-style-type: none"> <li>Uses active listening and appropriate questioning techniques to uncover stakeholder / customer needs and drivers</li> <li>Uses relevant information and evidence to explain an idea or concept</li> <li>Communicates information in a clear, accurate, timely and structured manner</li> <li>Communicates openly and honestly</li> </ul>	
Capability	Proficiency level
<b>Profession Specific</b> – knowledge, skills and experience that are required for non-industry professions	Foundational

<ul style="list-style-type: none"> <li>• Knowledge and understanding sufficient enough to handle routine tasks</li> <li>• Understands and can discuss terminology and concepts relating to the capability</li> <li>• Requires some guidance or supervision when applying the capability</li> </ul>	
<b>Capability</b>	<b>Proficiency level</b>
<b>Leadership</b> – provides direction and purpose, and empowers, motivates and inspires others to achieve their potential	Foundational
<ul style="list-style-type: none"> <li>• Actively seeks to improve self-awareness, develop skills and knowledge</li> <li>• Works towards realising personal and professional aspirations</li> <li>• Provides honest, regular and constructive feedback to manager and peers</li> <li>• Understands GMCT Values and demonstrates congruent behaviour</li> </ul>	
<b>Capability</b>	<b>Proficiency level</b>
<b>Grounds &amp; Graves Management</b> – provides consistent, reliable management of grounds and graves that minimises risks and enhances customer experience	Foundational
<ul style="list-style-type: none"> <li>• Understands the requirements and standards of grounds and graves</li> <li>• Understands the types of memorials and graves that are available through GMCT</li> <li>• Demonstrates understanding of the range of products, services and offerings that are available to fit different cultural needs/requirements</li> <li>• Has knowledge of the geography of the cemetery and how it all fits together</li> <li>• Demonstrates understanding and adherence to GMCT safety standards</li> <li>• Able to apply previous trade experience to role (eg. Small plant machinery, maintenance)</li> </ul>	

## 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**

- experience in the provision of customer service and support, with attention to detail, a calm and professional demeanor, as well as flexibility and initiative in dealing with the unexpected.

### **Skills / abilities**

- high level of interpersonal and communication skills and demonstrated ability to apply these with internal and external stakeholders
- excellent communication and strong organisational skills to ensure the smooth completion of services aligned with customer requirements and expectations
- personal presentation which reinforces the dignity of the occasion, as well as the maturity and aptitude to treat the deceased with dignity and respect at all times
- demonstrates acceptance of, and behaviors which reflects an embracing of cultural diversity when faced with demanding and sensitive situations
- multi lingual skills (Chinese, Italian, Greek, Arabic, etc.) is highly desirable
- demonstrates a capacity to manage emotions and maintain professionalism
- displays commitment to meeting the expectations and requirements of customers in a supportive and thoughtful manner

- displays sensitivity and maintains confidentiality in dealing with the family and friends of the bereaved
- in dealing with funeral services operations, display commitment to working cooperatively with all staff involved in both the planning and execution of funeral services.

### **Other requirements**

- will be required to work on weekend and/or public holidays from time to time
- uniform & PPE supplied must be worn at all times when dealing with our clients and customers.

### **Technical skills**

- proficient in Microsoft Office suite of programs;
- mechanical qualifications or demonstrated mechanical aptitude
- understanding/experience in the operation of Audio/Visual/DVD equipment (desirable);
- current drivers licence

## 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%	
<b>Weights and Forces</b>					
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			✓		
<b>Whole Body and Lower Limb Movement</b>					
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		✓			
<b>Upper Body and Upper Limb Movement</b>					
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		√			
<b>Sensory</b>					
Hearing - holding direct conversation and telephone				√	
Hearing - alarms , signals, disturbance				√	
Visual - read printed material, signage				√	
Visual - read computer screens				√	
Visual - driving				√	
<b>Other</b>					

**I have read and understood the requirements of this role**

**Employee**

---

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

**Manager**

---

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