

 <p>The Greater Metropolitan Cemeteries Trust Lasting memories, peaceful places.</p>	<b>Position description</b>
<b>Position Title</b>	<b>Cemetery operations/horticulture - north</b>
<b>Fixed Term Contract or EBA</b>	EBA
<b>Status</b>	Ongoing
<b>Classification</b>	EBA Level 2.1
<b>Remuneration (EBA only)</b>	Base salary \$62,812.71 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 but may be required to travel to other GMCT sites as and when required
<b>Date PD Adopted</b>	January 2019

## 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 generation's 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.

### Customer First Program

- Our vision for the future is to transform the GMCT customer experience into one that places the customer at the centre of our service and delivers a seamless, convenient and empowering experience for all customers.
- This is an organisation wide project requiring commitment from all employees to ensure a successful transition from our current customer service model to a customer-centric model in a digital environment.

- Staff will be involved in a process improvement program that requires an examination of work processes in their teams to identify those that are operating efficiently, those which are obsolete and those which could be improved through change.

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

## 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 horticultural services as well as support to other areas on request within the directorate of operations. This position has the following organisational relationships:

Accountable to: Outdoor senior supervisor North (horticulture) and Cemetery operations/horticulture (qualified)

Supervises: assists apprentice gardener

Internal Liaisons: supervisors, other GMCT staff

External Liaisons: Members of the public, contractors, other stakeholders

## **6. Position context**

This role involves the responsibility of maintenance of allocated areas, and team efficiency with the development of horticultural activities throughout the north region. The horticultural senior supervisor will plan the daily works and allocate tasks to be completed efficiently and in a timely manner.

## **7. Position objectives**

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. This role will work collaboratively with their peers to accomplish all tasks at hand.

## **8. Key responsibilities**

The duties of the cemetery operations/horticulture - north role include but are not limited to garden maintenance, establishment and routine care of the cemetery grounds.

The role reports to the outdoor senior supervisor – horticulture, who will plan the daily work load and tasks to be completed within the required time frame. The workload and location of work will be determined and prioritised according to demand. The cemetery operations/horticulture role will also be required to assist other team members within GMCT as required. The role may be required to service other north region sites throughout GMCT from time to time

The cemetery operations/horticulture - north will be working outdoors, in natural environmental conditions. Occasional travel may be required to other GMCT sites or other off site locations for training and development.

Occasional weekend work maybe on offer.

Responsibilities also include:

- perform prestart checks on all equipment/machinery to be used for the day;
- perform all duties in accordance with OHS policy and procedure;
- completion and submitting of all required documentation – SWMs, daily run sheets;
- completion of daily tasks, providing feedback on a daily basis with assistance of the Qualified gardeners
- reporting all hazards and completion of Incident reports with assistance of Supervisor when and where required;

- horticultural activities including but not limited to weeding, pruning, digging, raking, mulching, planting, spraying, hedging, edging, blowing, reticulation, mowing in accordance with established programs;
- machinery operation including ride on mower, bobcat, medium rigid truck, Kubota RTV;
- assist public in grounds with enquiries such as grave locations, daily services, amenities, directions;
- time management for – tasks, attendance and leave taken, fulfilling all EBA requirements.

## 9. Key capabilities

<b>Essential capabilities</b>	
<b>Capability</b>	<b>Proficiency level</b>
<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>	
<b>Capability</b>	<b>Proficiency level</b>
<b>Collaboration</b> – builds and maintains positive relationships to enhance productivity and increase customer satisfaction	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>	
<b>Capability</b>	<b>Proficiency level</b>
<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>Emotional Intelligence</b> – 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"> <li>• Demonstrates awareness and understanding of own emotions and mood</li> <li>• Understands the impact that emotions can have on thinking, decision making and behaviour</li> <li>• Demonstrates awareness of the impact own emotions can have on how interact with others</li> </ul>	

<ul style="list-style-type: none"> <li>• Demonstrates awareness and acceptance of the cultural, religious and other demographic backgrounds of GMCT customers and stakeholders</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>	
<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>Preferable capabilities</b>	
<b>Capability</b>	<b>Proficiency level</b>
<b>Customer Experience</b> – delights our customers by delivering respectful and dignified experiences and services	Foundational
<ul style="list-style-type: none"> <li>• Uses appropriate questioning techniques to understand the underlying issue/need for a customer</li> <li>• Draws on knowledge to provide accurate and appropriate information to customers</li> <li>• Clearly articulates how a product or service meets customers’ needs</li> <li>• Knows where and how to find additional resources to help the customer</li> <li>• Always acknowledges and engages the customer</li> <li>• Understands and respects varying cultural, religious, demographic (and other) backgrounds of customers</li> <li>• Understands how to drive and close sales</li> </ul>	
<b>Capability</b>	<b>Proficiency level</b>
<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>	

<b>Capability</b>	<b>Proficiency level</b>
<b>Innovation</b> – actively seeks out ways to create and take advantage of opportunities to improve business performance and the customer experience	Foundational
<ul style="list-style-type: none"> <li>• Finds and uses information from a variety of sources when solving problems</li> <li>• Identifies everyday process improvements and comes up with innovative ideas within own role</li> <li>• Understands why learning from the past when planning for the future is important, and how a focus on the future relates to GMCT’s objectives</li> </ul>	
<b>Capability</b>	<b>Proficiency level</b>
<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>	

## 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**

- recognized industry experience favourable;
- demonstrate experience in using small machinery such as brush cutting, self-propelled and ride on mowers;
- capacity to organise resources to achieve delegated tasks within agreed time frames with assistance of qualified gardeners
- understanding of and commitment to OHS practices which ensure a safe and healthy working environment for all staff and stakeholders;
- display acceptance and understanding of cultural and religious diversity in a cemetery environment.

### **Skills / abilities**

- moderate administrative skills and experience;
- maintain confidentiality and use sound judgement;
- possess cultural and political awareness and sensitivity;
- good communication and interpersonal team skills;
- Correct manual handling technique, follow all inductions given;
- Flexibility and initiative in dealing with the unexpected including the ability to maintain a professional approach at all times;
- an awareness of grieving processes within our working environment;
- work well as part of a team and sometimes independently;
- a commitment to the responsible application of the risk management process in the activities that are undertaken in the workplace and to identify, manage and report risks to the accountable person (Supervisor, Manager, HSR, Co-worker);
- maintain integrity, trust and confidentiality at all times.

### **Technical skills**

- current driver's license (manual preferable);
- medium rigid truck license (desirable);
- bobcat, forklift, chainsaw (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%	
<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**

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

**Manager**

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