

## Position Description

### Cemeteries Business Coordinator



<b>Position Title</b>	Cemeteries Business Coordinator	<b>Role ID</b>	PCCBM1
<b>Division</b>	Sustainable Communities and Environment	<b>Unit</b>	Parks and Active Communities
<b>Job Grade</b>	7	<b>Award</b>	35
<b>Reports To</b>	Manager Parks and Active Communities		
<b>Revised/Created</b>	January 2020 – Template updated January 2021 – Reviewed		

### Primary Objective

- Manage and develop the Tweed Shire Cemeteries Business to be a leader in sustainable cemetery and crematorium products and services.
- Lead and develop the cemetery and crematorium operational and administrative staff.

### Values Statement

#### What We Value

Living and loving the Tweed.

We look after people and places, explore all opportunities and are proud of our passionate approach.

We care about each other, choose to be here, and are in this together.

We have conversations where everyone can contribute and we are willing to have a go.

We put back in to make a difference, so that our Tweed community is even better tomorrow than it is today.

### Organisational Environment

#### SUSTAINABLE COMMUNITIES AND ENVIRONMENT

The Sustainable Communities and Environment Division is responsible for the Management of Resource Recovery, Sustainability and Environment, Parks and Active Communities, Community and Cultural Programs and Holiday Parks throughout the Shire.

#### Parks and Active Communities Unit

The Parks and Active Communities Unit is responsible for the management and strategic development of Council-controlled parks, sporting and recreation facilities, swimming pools, cemeteries, civic centre buildings, public toilets and surf lifesaving within the Shire.

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#### The Position

The position will be responsible for implementing and developing Council's cemeteries *Doing Death Well* strategy. The position will lead the development of a modern, efficient approach to interment services with particular focus on:

- Promoting a modern approach to interment within the community and among key customers and suppliers.
- Developing innovative products and services.
- Leading a team of cemetery and crematorium operational and administrative staff.
- Advancing effective cemetery and crematorium management and control, in particular through the increased use of information technology.

The position coordinates Council's services and support to Funeral Directors, the bereaved, the community and other stakeholders. The incumbent will possess a high level of sensitivity and respect in the carrying out of duties.

The position has responsibility to ensure the business operates in full compliance with applicable laws, regulations, and Council's policies and procedures.

The position is required to effectively control the cemeteries annual budgets prepare annual operational and capital works estimates in consultation with other Council Units.

The position may be required to occasionally work outside of normal business hours to develop and nurture community and customer relationships.

The position is required to perform any other duties as directed by your Supervisor (within broad scope of job grade, skills and training).

#### The work of the position includes, but is not limited to, the following:

Key Responsibility Areas	Associated Key Duties
1. Administration and reporting	<ul style="list-style-type: none"><li>• Use Council's Record Management System to comply with organisational and legislative record keeping requirements.</li><li>• Report using a range of electronic systems and data gathering methodologies.</li><li>• Manage the day-to-day expenditure, leave and operational requirements and approvals.</li></ul>
2. Customer Service	<ul style="list-style-type: none"><li>• Initiate and develop innovative customer service initiatives that enable more efficient and effective interactions with customers and stakeholders.</li><li>• Understand the needs of the diverse cultural and religious groups in the community.</li><li>• Identify customer needs and present options accordingly.</li></ul>

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	<ul style="list-style-type: none"><li>• Educate the community and customers on innovative services and products, with a focus on financial and environmental sustainability.</li></ul>
<b>3. Business Development</b>	<ul style="list-style-type: none"><li>• Meet with stakeholder groups and individuals to promote and help grow the business.</li><li>• Take a leading role in the successful implementation of the <i>Doing Death Well</i> strategy.</li><li>• Conduct research and analysis to generate data and information relevant to the death services industry to inform future strategy and site development.</li><li>• Develop and maintain a relevant and modern policy framework.</li><li>• Develop and expand product lines and options appropriate for business growth and sustainable interment.</li></ul>
<b>4. Operational Management</b>	<ul style="list-style-type: none"><li>• Regularly review administrative procedures to ensure consistency with broader Council changes and reforms.</li><li>• Oversee the planning and coordination of the Cemeteries/Crematorium Team's work activities including plant and materials.</li><li>• Ensure cemetery and crematorium services, including operation and maintenance of crematorium equipment; grave excavation and backfilling; assembly and placement of memorials; and general maintenance of grave-sites, are delivered to a sustainable quality standard.</li><li>• Liaise with staff and others to ensure scheduled maintenance works are carried out effectively.</li><li>• Develop an efficient process to carry out the arrangement, design, procurement and installation of memorials and memorial plaques.</li><li>• Coordinate and deliver effective marketing plans and strategies.</li></ul>
<b>5. Financial Management</b>	<ul style="list-style-type: none"><li>• Prepare annual operational and capital works estimates.</li><li>• Determine an appropriate fee structure to optimise financial sustainability of the business.</li><li>• Provide reports on the financial performance of cemeteries.</li><li>• Ensure that data is recorded and collated to inform sound financial management.</li><li>• Critically monitor expenditure and respond to significant variations.</li></ul>

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	<ul style="list-style-type: none"><li>• Develop and maintain cost indicators for key operational areas and specific capital works projects.</li><li>• Assess and approve invoices to level of delegation.</li><li>• Maintain working documents, financial information and records in accordance with corporate and statutory requirements.</li></ul>
<b>6. Staff Management</b>	<ul style="list-style-type: none"><li>• Communicate and facilitate staff engagement across Council and within the team.</li><li>• Conduct performance development reviews.</li><li>• Evaluate training and development needs, and coordinate on-the-job training as required.</li><li>• Mentor staff to facilitate development.</li><li>• Undertake staff recruitment as required.</li><li>• Motivate cemeteries staff to achieve agreed goals.</li><li>• Implement EEO policies and procedures.</li><li>• Ensure staff compliance with all requirements of Council policy/protocol and operational requirements within area of control.</li><li>• Resolve minor conflicts between staff, management, other Tweed Shire Council staff and members of the community.</li><li>• As required, conduct performance management of direct reports and ensure same is carried out for all employees under position's control.</li><li>• Escalate disciplinary action for breaches of Policies, Procedures and Programs in accordance with relevant Policy.</li></ul>

The position requires attention to detail, flexibility and the ability to contribute to the provision of client services across the work of the Unit. Also the capacity to respond to a busy work environment and provide other team members with assistance in times of high demand.

The position will apply Council's Enterprise Risk Management Policy and Protocol objectives as they relate to the position.

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#### Health Safety and Environmental System (HSES) Responsibilities

In accordance with Council's Work Health and Safety Responsibility, Authority and Accountability Protocol all employees are required to perform their duties in accordance with their job category. WHS Risk Assessments, Safe Work Methods Statements, Standard Operating Procedures and site specific requirements and instructions.

For details of WHS Responsibilities, Authority and Accountabilities, staff and candidates are to refer to the following Protocol:

[WHS Responsibilities, Authority and Accountabilities Protocol](#)

#### Compliance Training Requirements

In accordance with Council's legislative requirement under the Work, Health and Safety Regulation 2017, new staff will be provided with access to relevant training, information and instruction in order to safely perform their duties.

#### Infection Control and Immunisation Requirements

Council requires all incumbents occupying an identified position undertake the course of immunisation outlined in the Infection Control Standard Operating Procedure.

For a complete list of identified positions and recommended immunisations, staff are to refer to the following Standard Operating Procedure:

[WHS Infection Control Standard Operating Procedure](#)

### Organisational and External Relationships

#### Organisational Relationships

- All Council Units and teams

#### External Relationships

- Funeral directors
- Religious leaders and Celebrants
- Public
- Cemetery product suppliers
- Masonry workers
- Contractors
- Media, printing and marketing bodies
- Cemetery and Crematoria Association
- Historical societies and cultural groups

#### Location of Position

The position will be required to work out of any of Council's administrative offices, Depots or any other location within the Shire as directed by the supervisor. Transportation to and from work and to perform the duties of the position, is the responsibility of the employee. When a driver's licence is a requirement of a position, the licence class is included in the Selection Criteria.

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#### Term Contract

Appointment to this position is made under Clause 35 (i) Term Placements of the Local Government (State) Award, established under situation (a) for the life of a specific task or project that has a definable work activity and/or (f) to trial a new work area, provided that the duration is no longer than is reasonably necessary to trial the new work area. This job justification could potentially vary throughout the life of the term contract, as such, the employment offer is the authoritative document.

#### Selection Criteria

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#### **Knowledge and Competence: (to be addressed in full when making application)**

1. Degree qualifications in Business, Management, Marketing or similar.
2. Proven experience as an effective and competent leader and manager, preferably supervising a diverse range of roles.
3. Advanced written and verbal communication skills with an ability to effectively communicate with stakeholders, including funeral directors and the bereaved.
4. Analytical skills and experience in developing innovative solutions, products or services.
5. Advanced computer skills including data analysis, spreadsheets, enterprise content management, word processing, scheduling etc.
6. Experience in marketing and promotions.
7. Proven experience in finance, controlling budgets and determining priorities.
8. Experience working with a diverse cultural, ethnic and religious client base.
9. Current Vehicle Licence – Car.

#### **Desirable:**

10. An understanding of key legislation related to cemetery and crematorium operations.
11. Experience and/or qualifications in a funerary related business, e.g. funeral director, cemetery, crematorium.

#### **Personal Attributes:**

Personal Attributes and Cultural Fit will be addressed at interview.

Council is seeking personal attributes and work values consistent with Council's Corporate Values.

The table below details the minimum behavioural standards expected of incumbents of this position. [View the full Tweed Shire Council Capability Framework](#)

<b>Personal Attributes</b>	<b>Minimum Standard</b>
Manage Self	Adept
Display Resilience and Adaptability	Adept
Act with Integrity	Adept
Demonstrate Accountability	Adept
<b>Relationships</b>	

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Work Collaboratively	Adept
Communicate with a Customer and Community Focus	Adept
Influence and Negotiate	Adept
<b>Results</b>	
Plan and Prioritise	Adept
Think and Solve Problems	Adept
Deliver Results	Adept
<b>Workforce Leadership (supervisory roles only)</b>	
Manage and Develop People	Adept