Cemeteries Team Leader

Reports to:	Bereavement Services Manager		
Department:	Resident Experience and Access	**Grade:**	SO2
DBS Status:	Basic	**Politically restricted:**	No

Job Purpose:

To lead a team to provide an effective and efficient burial service, including providing and leading grave digging, grounds maintenance and memorial services to bereaved families, monumental masons and funeral directors in an empathetic and courteous manner, professionally and in line with statutory requirements and cemetery regulations.

To actively work with the Service Manager to improve the quality of Brent cemeteries grounds and burial processes.

To lead an operative tam on site and monitor work output and maintain service standards, within a group of cemeteries, to ensure sage grave excavation, use of plant machinery and memorial safety compliance, to ensure the cemeteries are a safe and pleasant environment for users and staff and meet all cemetery standards.

To support the Cemeteries Manager in securing the continued development, improvement, efficiency and success of the service as a whole through effective planning and staff management.

Values

- Collaborate proactively.
- Lead inclusively.
- Embrace change.
- Be bold and curious.
- Celebrate and share our success.

Job Specific Roles and Responsibilities

1. Motivate, support and direct a team of cemetery staff, plan and allocate daily work based on burial numbers weather conditions and workforce capacity, ensure staff assigned to each task have appropriate competencies, monitoring their performance via regular one-to-one meetings, appraisals and reviews to ensure work is completed to high standards.
2. To agree annual leave and correct sickness reporting, having due regard to the Council's Code of Conduct, Attendance and Disciplinary policies.
3. To support service resilience by working flexibly across cemetery sites as required, including redeployment to alternative sites to maintain burial capacity, operational cover and service continuity.
4. To support the training, development and competency of cemetery operatives, identifying skills gasps, supporting on-the-job learning, mentoring staff and escalating training needs to the Service Manager to ensure operational resilience and compliance.
5. To ensure the process of grave digging, interments and grave closure adhere to all legal requirements and health and safety standards, and assist with undertaking grave digging, either with excavator or hand digging.
6. Ensure burial, interment, memorial and exhumation activities comply with all relevant legislation, cemetery regulations, health and safety requirements and industry best practice. Maintain up-to-date knowledge of burial law, memorial safety standards and guidance, escalating any compliance risks to the Service Manager.
7. Act as the senior operational lead on site in the absence of the Service Manager, providing continuity of service delivery and decision-making. Deputise as required on

operational matters including burial delivery, memorial management, site safety, contractor liaison and urgent incident response.

8. Oversee and undertake activities such as grass cutting, shrubs, tree maintenance, flowerbed care, and general groundskeeping to ensure the cemeteries are well maintained.
9. Ensure that all cemetery operations and grounds maintenance activities comply with relevant health and safety regulations. Maintain safe working environments and enforce PPE compliance.
10. Ensure the accuracy of grave locations and memorial records and work with the office team using council software systems.
11. Interact courteously and sympathetically with the public, handling queries and complaints and acting as the first point of contact within the cemeteries. Handle escalated complaints, sensitive enquiries and operational issues raised by bereaved families, funeral directors, monumental masons and elected Members.
12. Support the Service Manager with responses relating to Freedom of Information requests and Subject Access Requests where required.
13. Demonstrate a detailed understanding of different cultural and religious burial practices, ensuring operational delivery meets faith-specific requirements with sensitivity and respect.
14. Support the review and on-site inspection of memorial works, ensuring memorials are installed in approved locations, to required standards and accurately recorded. Assist in checking memorial permits for suitability of anchorage and compliance with professional memorial standards, liaising with operational teams on completion.
15. Ensure the proper maintenance, cleaning, servicing and safe use of all cemetery vehicles and grounds maintenance equipment to ensure its safe use.
16. Carry out regular site inspections and provide feedback on the condition of cemetery grounds, buildings, memorials and infrastructure. Identify defects, risks or required remedial works and report these to the Service Manager in a timely manner.
17. Work closely with external contractors and partner services to ensure cemetery operations, memorial works and grounds maintenance are delivered safely, efficiently and to agreed standards.
18. Responsible for using a Government Procurement Card (GPC) to purchase fuel and essential operational items for burial works, ensuring all spending follows Council policy and financial procedures. Complete accurate and timely GPC reconciliations, maintaining receipts, coding transactions correctly, and monitoring fuel usage across the sites, reporting any anomaly to the Service Manager.
19. Keep up to date with developments in service delivery and best practice, to ensure the service performs effectively and to the highest standard.
20. Drive and operate vehicles such as light trucks of less than 7.5 tonnes, excavators, dumpers, UTVs, ATVs, tractors and ride-on mowers, with trailers and towing gear where required. Dealing with any defects promptly and report significant issues to the Service Manager.
21. To inspect compliance with cemeteries rules regarding memorial items and tributes, grave encroachment or unauthorised activities and where necessary report to the Service Manager and remove items in accordance with cemeteries guidance.
22. To lock and open cemeteries including taking part in out of hours and weekend rota.
23. Make a positive contribution to the delivery of the service, this will include working flexibly and positively to achieve the objectives of the council.
24. Manage and lead staff to achieve high performance and effective operational delivery, including development and improving staff capability.
25. Manage a customer-focused service and the effective use of resources.
26. Ensure that the council's overall vision, values and ethos are central to the requirements of the service.

27. Support effective working relationships and act as an ambassador and advocate with external organisations.
28. Keep up-to-date with developments in service delivery and best practice to ensure the service performs effectively and to the highest standards.
29. Safeguarding is everyone's responsibility and all employees are required to act in a way that safeguards the health and well-being of children and vulnerable adults at all times.
30. Undertake other duties commensurate with the general level of responsibility of this post.

Essential Requirements (key skills & qualifications)

Knowledge and Qualifications

1. Good working knowledge of cemetery and burial operations, including grave preparation, interments, memorial safety and grounds maintenance.
2. Good understanding of health and safety requirements within an operational environment, including safe systems of work, risk assessments, PPE and the safe use of plant and machinery.
3. Working knowledge of relevant cemetery legislation, regulations and industry good practice, or the ability to develop this knowledge through training.
4. Relevant cemetery, grounds maintenance, plant/machinery, health and safety or supervisory training/qualification, or equivalent practical experience.

Experience

5. Experience of working within a cemetery, grounds maintenance, bereavement or similarly operational environment.
6. Experience of supervising or leading operational staff, including allocating work and monitoring performance and standards.
7. Practical experience of burial operations, including grave preparation, interments and safe grave closure.
8. Experience of grounds maintenance and the safe operation of relevant vehicles, plant, machinery and equipment.
9. Experience of applying health and safety requirements and safe working practices within an operational environment.
10. Experience of providing a customer-focused service, including dealing sensitively with bereaved or distressed members of the public.
11. Experience of working effectively with contractors and external stakeholders such as funeral directors and monumental masons.
12. Experience of maintaining accurate operational records and using specialist software.

Skills and Abilities

13. Ability to lead, motivate and support operational staff and maintain high standards.
14. Ability to plan, prioritise and allocate work effectively across a busy operational service.
15. Ability to communicate sensitively and professionally with bereaved families, colleagues, funeral directors, contractors and other stakeholders.
16. Ability to identify and respond appropriately to operational and health and safety risks.
17. Ability to operate relevant cemetery vehicles, plant and machinery safely and competently, or undertake the necessary training.
18. Ability to maintain accurate records and use Microsoft Office and relevant software.
19. Ability to work independently and exercise sound operational judgement.
20. Ability to work flexibly across sites and participate in out-of-hours cover arrangements.

Within reason these key deliverables may evolve to meet service need and it is expected that the postholder will be flexible and adaptable in their delivery to meet both service and council wide needs.