

POSITION DESCRIPTION

Position: Cemetery & Crematorium Manager

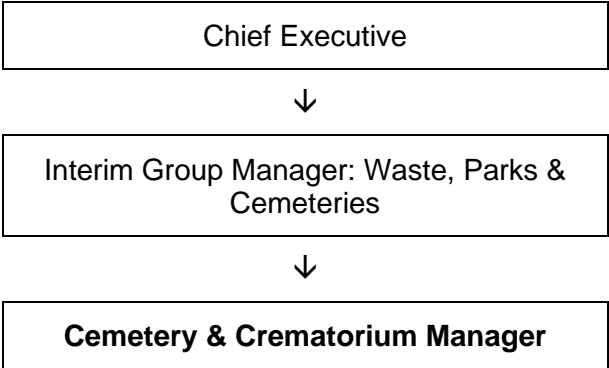
Team: Hastings District Cemeteries & Crematorium

Group: Infrastructure

Responsible To: Interim Group Manager: Waste, Parks & Cemeteries

Responsible For:

Organisational Context:



Tirohanga Whānui - Council's Vision for the Community

Heretaunga Whenua Houkura, Heretaunga Hapori Ora
Fertile Land, Prosperous People

Kaupapa Mātāmua - Our Organisational Mission

E mahi ngātahi ana hei painga mō te iwi me te kāinga, i tēnei rā, āpōpō hoki
Working for our people and our place, today and tomorrow

Ngā Uara – Our Values

Te Mahi Tahi - Working Together

- We work collaboratively
- We are flexible and creative
- We celebrate our successes and have fun

Mana Tangata - Respecting Others

- We are inclusive
- We are honest and reliable
- We act with integrity and professionalism

Te Whakaaweawe - Making a Difference

- We strive for excellence
- We are all accountable
- We serve our community with pride

Oranga Tangata - Supporting Wellbeing

- We encourage life balance
- We care for our work whanau
- We bring a positive attitude

Working effectively with Māori

Hastings District Council aspires to a kaitiakitanga conducted in good faith at all times with respect to the aspirations and expectations of Māori. We accept our privileged role and responsibility of holding and protecting the Treaty of Waitangi / Te Tiriti o Waitangi.

Context

Our vision for the Hastings District represents the foundations of our community: land and people. We are focused on protecting and enhancing our fertile land and the life-giving waters which support it, and helping the people of this place to fulfil their aspirations and prosper together.

Across the local government Community Wellbeings, we are seeking:

- Economic - a sufficient and supportive economy
- Environmental - a healthy environment and people
- Social – a safe and inclusive place
- Cultural – a vibrant place to live, play and visit.

The Hastings District Council organisation emphasises capabilities such as working together, a can-do attitude, a spirit of service, enabling, community engagement and partnership development alongside traditionally valued technical and management skills and capabilities. Excellence in performance from the organisation as a whole and from individuals is needed.

Purpose of Position

This role is part of the Waste, Parks & Cemeteries Group. The Group includes Hastings District Cemeteries & Crematorium, Public Spaces and Building Assets and Waste Services including, Landfill, Recycling and Waste Minimisation

The purpose of this position is to ensure that an effective and sensitive service is provided by the Hasting District Cemetery and Crematorium in line with all legal and Council requirements through:

- **Staff Management**
- **Customer Service / Public Relations**
- **Asset Management**
- **Financial Management**
- **Administration & Record Keeping**
- **Business Continuity Planning & Management**

Other

- We all have responsibility for Health and Safety, therefore the staff member in this role shall:
 - Ensure compliance with the provisions of the Health and Safety at Work Act 2015, and all applicable regulations, Codes of Practice, standards and guidelines.
 - Observe all occupational safety and health policies, procedures and rules stated by Council which are pertinent to the duties carried out by the officer in this position and in all operational areas of the organisation.
 - Promptly and accurately report and record any workplace injuries and incidents.
- Civil Defence and Incident & Emergency activities as required. Local government is responsible for looking after communities in the event of a Civil Defence situation. This means that once you have ensured the safety of your family and property, you may need to assist with civil defence or critical incident management.
- Council has an Employee Handbook which includes a Code of Conduct – staff are expected to comply, along with all other organisational policies and procedures.
- Such other duties as may be allocated by the manager from time to time.

Key work areas for which this position will have a responsibility are:

Staff Management

- Providing positive leadership, support and direction to staff.
- Ensuring that appropriate staffing levels are maintained within the budget allocated.
- Providing regular feedback to staff on performance, and addressing poor performance quickly.
- Providing staff with the opportunity to contribute to the direction of the Cemeteries & Crematorium.
- Ensuring that appropriate training and development opportunities are provided to enable staff to be effective in their roles.

Customer Service / Public Relations

- Investigating and responding to public enquiries and complaints.
- Providing information as requested by Council, funeral directors and the general public.

Asset Management

- Ensuring that good relationships are maintained with the Building Assets team to ensure any capital work programmed is undertaken.
- Putting in place a repairs and maintenance regime.
- Ensuring all grounds and buildings are maintained in accordance with Asset Management plans and the Operations Manual.
- Ensuring facilities are clean and presentable.

Financial Management

- Preparing an annual budget for the Cemeteries & Crematorium in accordance with Council's Annual Plan timetable.
- Purchasing goods and services and approving accounts within delegated authority.
- Liaising with Finance Staff to manage budgets.
- Providing explanations of variances when requested.
- Controlling expenditure and meeting revenue targets in line with budget

Administration and Record Keeping

- Providing and maintaining accurate records on a computerised database in accordance with the Operation Manual.
- Continually monitoring and improving systems methods, efficiency and the quality of services provided to customers.
- Efficient office processes and systems are in place

Business Continuity Planning & Management

Manage Business Continuity Planning and monitoring for the Cemetery services, including:

- Responsible for the readiness, response and recovery measures to provide continuity of service in the event of a critical service disruption, with a focus on staff safety and maintain a minimum service levels for public facilities.
- Undertake regular Business Continuity exercises to test the emergency procedures, immediate response actions and to confirm the resources required for a recovery to business as usual for these facilities.
- Work with the Corporate Risk Assurance Team to ensure that comprehensive business continuity planning is in place and up to date.

Important Functional Relationships

External

- Funeral Directors
- Monumental Masons
- Contractors
- Health Care HB
- General Public
- Service Providers

Internal

- Building Assets and Public Spaces team
- Security team
- Councillors
- Facility Managers
- People Experience Team
- Health, Safety & Wellbeing Team

Committees/Groups

- Community Services Committee
- Hawkes Bay Crematorium Committee
- HB CBEM group and lifelines

Person Specification

Qualifications

- Qualification and/or experience in xxx
- Qualification in xxx

Knowledge/Experience

- Experience in Cemetery and Crematorium operations
- Sound understanding of Cremation and Burial Act 1964
- Demonstrated leadership skills
- Staff management experience
- Business acumen
- Drivers licence

Key Personal Competencies

- A commitment to exceeding customer expectations.
- Computer Literate (working knowledge of Word, Excel, email, databases).
- Excellent organisation and administration skills.
- Practical experience of financial procedure and budgeting skills.
- Ability to convey information confidently and clearly in both oral and written form
- Accuracy and attention to detail
- Understanding of local government environment is desirable.

Personal Attributes

- Pleasant outgoing personality
- Affinity with people, empathetic
- Tidy in appearance
- Desire to achieve and positive attitude
- Ability to work well under pressure with a minimum of supervision
- Continuously looking for ways to improve
- Strong decision-making skills
- Cultural sensitivity