



METROPOLITAN
CEMETERIES BOARD



JOB DESCRIPTION FORM

Metropolitan Cemeteries Board Operations Coordinator (KPO008, PPO002, FPO002)

POSITION DETAILS

Classification/Level	Level 5
Award/Agreement	Public Service CSA Agreement 2019
Org Unit	Planning and Operations
Physical Location	Karrakatta, Pinnaroo or Fremantle (may have responsibility for other sites as required)

REPORTING RELATIONSHIPS

Number of positions Supervised: Various

SUPERVISOR

Position Number	KPO001
Position Title	Director Planning and Operations
Classification/Level	Level 8

KEY WORK DESCRIPTION

This section provides a brief summary of the key functions of the position

This key responsibilities of this role are:

- the day to day coordination of operational services undertaken by the crematorium, burial and grounds teams;
- ensuring cemeteries are maintained in a safe and presentable standard;
- ensuring application of MCB and OSH legislation, policies, procedures and processes by operational staff;
- the effective deployment of staff, physical and financial resources;
- building team and individual capabilities to create cohesive productive teams;
- contributing to cemetery planning and review across all MCB sites; and
- acting as the Site Emergency Chief Warden for allocated site/s.

ORGANISATIONAL CONTEXT

This section provides a synopsis of the Organisation and its goals

The Metropolitan Cemeteries Board (MCB) was created on 1 October 1988 to manage cemeteries in the Perth metropolitan area. The MCB is a fully self-supporting statutory authority within the Western Australian Public Sector. The MCB reports to the Minister for Local Government; Heritage; Culture and the Arts. Revenue is raised from the fees and charges for the services and products provided at the MCB's cemeteries. Revenue raised is allocated for the provision of current and future operations and the development of facilities.

The Board of the MCB consists of a Chair, Deputy Chair and five members, all appointed by the Governor in Council and responsible to the Minister for Local Government; Heritage; Culture and the Arts.

Through the Chief Executive Officer, the MCB manages seven cemeteries and memorial garden sites around Perth: Karrakatta, Pinnaroo Valley Memorial Park, Fremantle, Midland, Guildford, Rockingham Regional Memorial Park and Gnangara Aboriginal Cemetery. The MCB also participates in the management of East Rockingham Pioneer Cemetery.

WORK DESCRIPTION

This section outlines the results and outcomes required of an individual in this position

ORGANISATIONAL DUTIES

- Participates in the development and implementation of the MCB's Strategic and Operational Plans and other corporate initiatives.
- Participates in the development and implementation of work team plans.
- Establishes and maintains effective working relationships with peers and colleagues to achieve team and Division objectives.
- Participates in the MCB's performance management system.
- Participates in relevant ICT transformation and change management processes.
- Undertakes all duties consistent with EEO, safety and health legislative requirements.
- Performs all aspects of the role honestly and in accordance with the MCB's Code of Conduct and values of Compassion, Respect, Understanding and Integrity.
- Participates on internal and/or external committees and/or working parties.
- Other duties as directed, according to organisational needs.

CUSTOMER AND STAKEHOLDER MANAGEMENT AND LIAISON

- Maintains effective working relationships with MCB stakeholders, including contractors, Monumental Masons, Funeral Directors, Local Government, Emergency Services and other Government Agencies in line with the MCB's Customer Service Charter.
- Handles and resolves complaints and enquiries in collaboration with other staff.
- Oversees contractors and consultants to achieve contractual outcomes including maintenance and capital and project works.

SITE COORDINATION

- Coordinates the delivery of all operational services including crematorium, burial and grounds teams at allocated cemeteries.
- Plans the allocation of resources in accordance with operational and work plans to achieve divisional and organisational needs.
- Ensures the application of relevant legislation, policies, procedures and processes by operational staff, to ensure burials, cremations and memorialisations are correctly, accurately and safely carried out.
- Reviews operational processes and procedures and develops and implements new and improved procedures.
- Contributes to cemetery operations, risk management, planning and review.

- Monitors the work environment, identifies priorities, and keeps others informed of work issues, trends, developments and required improvements.
- Thinks strategically, and innovatively, and identifies and implements improvements and consistent work practices.
- Coordinates site operational purchasing and procurement within delegated limits, and assists in the development and management of the annual operational and capital budgets.

STAFF SUPERVISION

- Provides leadership, supervision and guidance to Team Leaders and operational staff to ensure effective funeral services, and the implementation of landscaping, environmental and infrastructure related programs.
- Participates in the recruitment, training and performance management of staff, ensuring high standards of staff performance.
- Ensures staff are provided with all relevant information and resources required to undertake their work in accordance with the relevant policies and procedures.
- Ensures Team Leaders regularly conduct Toolbox meetings with their teams.
- Builds staff capacity by ensuring staff are provided with appropriate induction and on-the-job training and are appropriately multi-skilled across all operational activities.
- Builds high performing, multi-skilled, agile, cohesive and productive teams to ensure exemplary, effective and consistent operational services delivery that meet MCB, client and stakeholder needs.
- Promotes and ensures a strong team and sensitive customer service focus is maintained to maximises productivity, workplace harmony and best practice across all levels and operational areas.

CONSTRUCTION AND MAINTENANCE

- Participates as a project team member on maintenance and construction projects.
- Ensures that MCB sites and the condition of the buildings and property are maintained in a safe and presentable standard.
- Develops and implements cemetery grounds and property maintenance programs and schedules.
- In collaboration with the Coordinator, Planning and Projects ensures works relating to construction and maintenance of cemetery grounds and infrastructure are carried out within agreed schedules, timeframes, budgets and parameters.
- Develops and implements effective grounds and property maintenance management and tracking systems and monitors site maintenance activities and outcomes to ensure operational activities are in accordance with project plans, timeframes and budgets.
- Demonstrates initiative in the identification, development and implementation of preventative maintenance programs and liaises with project team members.
- Liaises with the Coordinator of Planning and Projects on the progress of all site capital and maintenance projects, and reports to the Director Planning and Operations on the progress of projects.

EMERGENCY MANAGEMENT

- Undertakes the role of the Site Emergency Chief Warden for allocated sites.
- Works with the Coordinator of Planning and Projects to ensure Warden coverage of the MCB sites in accordance with MCB Emergency Control Organisation.

- Works with the Coordinator of Planning and Projects to develop plans for the protection of MCB staff and buildings and infrastructure during and after work hours.
- Participates in the development, implementation, and training of emergency management procedures.

OCCUPATIONAL SAFETY AND HEALTH

- Ensures that Occupational Safety and Health legislation, policies and procedures are implemented and that all activities carried out by staff are done so while maintaining safety at all times.
- Ensures all work areas are monitored and maintained in a safe condition and hazards are controlled.
- Ensures OSH inspections and audits are undertaken and hazards addressed.
- Works collaboratively with staff to ensure unsafe work practices are identified and the appropriate controls put in place.
- Identifies staff training requirements including performance goals and standards which ensure safe work practices.

WORK RELATED REQUIREMENTS

ESSENTIAL PRE-EMPLOYMENT REQUIREMENTS

In the context of this position, able to demonstrate:

- Qualification in a related discipline such as Horticulture, Landscape or Property Maintenance, Operations Management, or extensive relevant experience.
- Demonstrated leadership and people management skills within an operations environment, including supervising a diverse multidisciplinary outdoor workforce.
- Excellent written and verbal communication skills along with well-developed conceptual and analytical skills and the ability to successfully negotiate difficult matters.
- Experience in managing projects and financial resources whilst being proficient in the use of computer applications, in particular the Microsoft Office suite of programs.
- Good organisational and time management skills with the ability to manage competing priorities.
- Commitment to personal integrity, ethical decision making, and MCB's Values of Respect, Understanding, Compassion and Integrity.
- Sound knowledge of Equal Opportunity, Disability Services and Occupational Safety and Health legislation and the ability to correctly apply these in the workplace.

Desirable

- Certificate IV Leadership and Management or equivalent.
- Ability to manage emergency situations.

SPECIAL EQUIPMENT/REQUIREMENTS

C Class Drivers licence required (manual).

ESSENTIAL PRE - EMPLOYMENT REQUIREMENTS

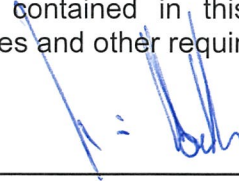
'Australian Permanent Residency' status is a minimum requirement for permanent appointments to the WA Public Sector.

A 100 point identification check will be conducted by the MCB prior to recommendation for appointment.


The recommended applicant will need to provide a National Police Clearance prior to appointment that is less than six months old.

CERTIFICATION

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the job.


Signature: _____
Director Planning and Operations

Date: 13 January 2021


Signature: _____
Manager Human Resources

Date: 13 January 2021

for