



METROPOLITAN  
CEMETERIES BOARD



## JOB DESCRIPTION FORM

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Metropolitan Cemeteries Board  
Team Leader (Burials) (KPO500, PPO200, FPO200)

### POSITION DETAILS

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Classification/Level	Level 4
Award/Agreement	Metropolitan Cemeteries Board (WA) Cemetery Employees Industrial Agreement 2020
Org Unit	Planning and Operations
Physical Location	Karrakatta, Fremantle, Pinnaroo

### REPORTING RELATIONSHIPS

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Number of positions Supervised: Various

#### SUPERVISOR

Position Number	KPO008, FPO002, PPO002
Position Title	Operations Coordinator
Classification/Level	PSGOGA Level 5

### KEY WORK DESCRIPTION

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

The key responsibilities for the role of Team Leader (Burials) are to:

- Plan daily operational duties for burial services, (i.e. interments into graves, vaults and crypts).
- Mentor and provide leadership and guidance to other team members.
- Provide expert assistance in divisional planning activities;
- Assist with coordination and administration within the Planning and Operations division.
- Quality control in burial services.

### ORGANISATIONAL CONTEXT

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*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 Housing and Local Government. 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 Chairman, Deputy Chairman and five members, all appointed by the Governor and responsible to the Minister for Housing and Local Government.

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

## **WORK DESCRIPTION**

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

### **ORGANISATIONAL DUTIES**

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

### **CUSTOMER AND STAKEHOLDER MANAGEMENT AND LIAISON**

- Maintains good customer relations in line with the MCB's Customer Service Charter.
- Assists the Operation Coordinator in the handling and resolution of complaints and enquiries and reports to the Operation Coordinator on day-to-day matters as appropriate.

### **POSITION DUTIES**

Under direction from the Operations Coordinator:

- Undertakes the duties of Cemetery Worker – Burials, in accordance with the Metropolitan Cemeteries Board (Western Australia) Cemetery Employees Industrial Agreement 2018.
- Mentors and provides leadership and guidance to other team members.
- Organises the day to day coordination of employees and resources for tasks/projects.
- In consultation with the Operations Coordinator, coordinates and delivers on the job training, including training in relation to health and safety matters.

- Assists with the formal induction training of new employees.
- Assists in the resolution of difficult public enquiries and complaints.
- Provides assistance to other operational areas, e.g. landscaping, and crematorium.
- Monitors and uses the Cemetery Records System to organise interment schedules and workflows.
- Provides quality control of interment procedures and presentation.
- Is responsible for and assists with:
  - The preparation of grave sites for funeral service (by manual or mechanical means), including covering up excavated soil, placing out boards, supports and matting.
  - Covers the excavation with boards immediately after completion of excavation, to protect the public and leave the site clean and tidy. Then to remove cover boards shortly before the funeral is due to take place.
  - Ensures the paths that the funeral cortege will walk are clear of litter, debris and free from obstructions leading up to and around the grave area.
  - Meets and greets the funeral procession, discuss with the Funeral Director so they are aware of the best placement for the coffin.
  - Backfills the grave after the funeral service (by Manual or mechanical means); removing all excess material and leaving the grave in a safe and clean environment.
  - Cleans and maintains regularly all plant, tools, equipment and vehicles used for the job ensuring security of all stock.
  - Loads and transports vehicles using safe and secure methods.
  - Holds the appropriate licence and drive vehicles in a safe manner and not exceed the speed limit.

## **WORK RELATED REQUIREMENTS**

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### **ESSENTIAL**

- Completion of Certificate III Funeral Services or other relevant qualification.
- 4 - 6 years of varied and accumulated experience to enable competent performance of a range of job assignments; and/or demonstrated competent performance in grave digging.
- Provide leadership to motivate, mentor and provide on the job training to staff.
- Use sound interpersonal, written and oral communication skills.
- Communicate sensitively with internal and external stakeholders at all levels and customers from different ethnic backgrounds to resolve difficult enquiries and complaints.
- Operate and maintain relevant equipment (e.g. power tools, excavators, front end loaders, Tractors, skid steers, trucks) through application of technical knowledge and carry out workplace measurements and calculations.
- Apply relevant health and safety and equal opportunity policies and practices.
- Commitment to honest and ethical work practices, behaviour and decision making.
- Basic computer literacy and application.

### **SPECIAL EQUIPMENT/REQUIREMENTS**

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- C Class Driver's licence required (manual).
- MR Driver's licence preferred.
- Excavator and Bobcat / Skid Steer ticket desired.

## **ESSENTIAL PRE-EMPLOYMENT REQUIREMENTS**

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

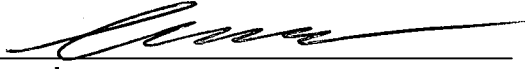
A 100 point identification check will be conducted by the MCB prior to recommendation for appointment.

A pre-employment medical assessment including drug and alcohol screening and a baseline hearing test will be conducted by the MCB prior to appointment.

The recommended applicant will need to provide a current National Police Clearance certificate (under six months old), or be able to meet the requirements of 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:   
Manager/Supervisor

Date: 22/06/2021

Signature:   
Manager Human Resources

Date: 22/6/2021