



METROPOLITAN
CEMETERIES BOARD



JOB DESCRIPTION FORM

OUR VALUES: Compassion, Respect, Understanding and Integrity



Senior Funeral Concierge

Classification: Level 5

Division: Operations

Position Number: 1179

Directorate: Support Services

Location: Metropolitan sites

FTE Managed: 5

Leadership Context: Leading Others

Award/Agreement: GOSAC/PSCSA Agreement 2022 (as amended)

About the position

The [Senior Funeral Concierge](#) is responsible for leading a team of Funeral Concierge's across all sites to ensure the Metropolitan Cemeteries Board (MCB) provides high quality customer service and support by establishing and building relationships with Funeral Directors and our client families.

About the Metropolitan Cemeteries Board

The MCB is a statutory authority responsible for the sustainable management of cemeteries in the Perth metropolitan area: Fremantle, Guildford, Karrakatta, Midland, Pinnaroo Valley Memorial Park, Rockingham Regional Memorial Park and Gnangara Aboriginal Cemetery.

The MCB is a leader in cemetery management, delivering caring and sensitive experience with burial, cremation, memorialisation, community engagement and record keeping services, and is responsible for the licensing of Funeral Directors and Monumental Masons operating at MCB cemeteries.

The Senior Funeral Concierge is the face of the MCB representing our values, ensuring the delivery of dignified and respectful services to the community. The [Senior Funeral Concierge](#) leads a small team that strives to support the funeral services industry, working within the Operations division to provide funeral services to the community on a daily basis. In addition to leading the team, the Senior Funeral Concierge provides concierge services to the community. .

Corporate responsibilities

- Works within corporate policies and procedures, acts with integrity and demonstrates ethical behaviours with the MCB Code of Conduct.
- Takes reasonable care to protect your own safety and health at work, and that of others by co-operating with the safety and health policies and procedures and complying with applicable work health and safety legislation.
- Performs other duties as required.



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What the position involves

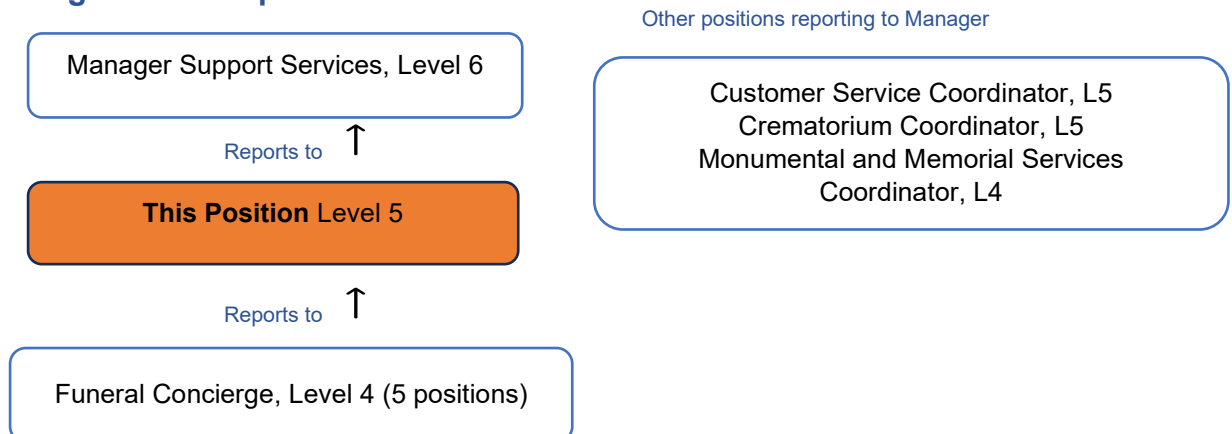
Service Management

- Liaise with and Funeral Directors regarding MCB venues and equipment.
- Ensure that MCB venues and equipment are fit for purpose and resolving any issues as they arise providing technical support to include the operation of music, slideshows and other technology and equipment for the ceremony.
- Work collaboratively with the Funeral Concierge teams and the Funeral Director to guide them through what is required and respond to their requests with service options and solutions.
- Support the Funeral Director's funeral plan on the day, direct and work collaboratively with the team and provide support and guidance if required to ensure a seamless and timely event honouring and celebrating life.
- Responding flexibly to match client needs with available resources to carry out special requests and service innovations.
- Respond appropriately to requests, concerns, complaints and unforeseen circumstances.
- Ensure the Funeral Concierge's follow instructions aligned to service delivery standards.
- Working with the team collaboratively to coordinate the daily programme and services provided by the MCB ensuring services run efficiently and providing technical support.
- Flexibility is an integral part of this role, performing tasks and duties in line with the role, travel will be required between sites and attending services on the weekend with the ability to work autonomously.

Team Leadership

- Managing a team of Funeral Concierge's located at multiple sites in the Perth metropolitan area.
- Assessing ongoing daily work requirements and coordinating operational activities.
- Driving excellence in customer service delivery by providing mentoring and other professional and personal development opportunities to the team.

Reporting relationships



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Capabilities required – the behaviours necessary to perform the role

We consider all our people leaders and as such we expect our people to adopt the expected behaviours and associated mindsets outlined in Building Leadership Impact and Leadership Expectations. For this role the expected behaviours are demonstrated in the context of [Leading Others](#). The Leading Others context is about motivating and enabling others to deliver high quality work that contributes to the agency.

- **Lead collectively:** Manage your teams work priorities and those of others and outcomes.
- **Think through complexity:** You apply critical thinking techniques to identify a range of appropriate options.
- **Dynamically sense the environment:** You adapt your style depending on the situation.
- **Deliver on high leverage areas:** You are able to scan the environment for possible obstacles and intervene early to mitigate setbacks.
- **Build capability:** You accept that you contribute to the development of others in the team.
- **Embody the spirit of public service:** Assumes responsibility for supporting others to embrace the spirit of public service.
- **Lead adaptively:** You recognise your impact on others and act to model appropriate and suitable behaviours.


Work related requirements - matching the right person to the job

The selection process includes assessing applications against the role specific requirements listed below and includes the ability to demonstrate how you apply the expected behaviours.

1. Significant experience in a customer service leadership role that requires provision of positive customer outcomes, planning, organising and collaboration with external stakeholders conducting an event so that it runs smoothly within timeframes (**you lead collectively, deliver on high leverage areas and embody the spirit of public service**).
2. Demonstrated administrative and logistical coordination skills with a high attention to detail (**you think through complexity**).
3. Experience in leading, developing, supervising and mentoring a small team within a multi-site organisation (**you build capability and lead adaptively**).
4. Ability to provide support and assistance to stakeholders be methodical and calm under pressure (**you lead adaptively and dynamically sense the environment**).
5. Hold a current and valid Western Australian Driver's Licence.

The Government of Western Australia acknowledges the traditional custodians throughout Western Australia and their continuing connection to the land, waters, and community. We pay our respects to all members of the Aboriginal communities and their cultures, and to Elders both past and present.

Certification:

Date Registered	Date Classified	Delegated Authority
19/6/2024	19/6/2024	
Kathlene Oliver Chief Executive Officer		



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