



METROPOLITAN
CEMETERIES BOARD



JOB DESCRIPTION FORM

OUR VALUES: Compassion, Respect, Understanding and Integrity



Manager Operations

Classification: Level 6

Division: Operations

Position Number: 1067/1106/1135 **Directorate:** Central, Southern, Northern

Location: Metropolitan sites

FTE Managed: 5

Leadership Context: Leading Leaders

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

About the position

The Manager Operations is responsible for coordinating daily operations of the crematorium, burial, and grounds teams while ensuring cemeteries are maintained to high safety and presentation standards.

About the Metropolitan Cemeteries Board

The Metropolitan Cemeteries Board (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.

Corporate responsibilities

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



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What this position involves

Organisational duties

- Develops and implements MCB's Strategic, Operational, and work team plans.
- Builds effective working relationships to achieve team and Division goals.
- Engages in MCB's performance management and ICT change processes.
- Adheres to EEO, safety, health legislative requirements, and MCB's Code of Conduct and values.

Stakeholder Management

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

Site coordination

- Coordinates all operational services across cemeteries, including crematorium, burial, and grounds teams in compliance with MCB and WHS legislation
- Effectively manages staff and resources to meet organisational needs and ensure effective work practices.
- Contributes to risk management and strategic planning, implementing strategic and innovative improvements

Leadership and supervision

- Provides leadership and guidance to staff for effective service delivery and program implementation.
- Manages recruitment, training, and performance to build high performing, agile and cohesive teams.
- Promotes a strong team and customer service focus to enhance productivity and workplace harmony.

Financial management

- Collaborates with Fleet and Built Assets and Procurement and Capital Works to ensure cemetery construction and maintenance are on schedule and within budget.
- Manages site operational procurement and assists in developing annual budgets.
- Develops and monitors grounds and property maintenance systems, ensuring activities align with project plans and budgets.

Construction and maintenance

- Participates in maintenance and construction projects.
- Develops and implements preventative maintenance programs and schedules, ensuring MCB sites and buildings are well-maintained.
- Coordinates with Fleet and Built Assets and Procurement and Capital Works on project progress and reports to the Chief Operating Officer.

Emergency management

- Acts as Site Emergency Chief Warden, ensuring effective protection plans for MCB staff, buildings, and infrastructure in accordance with MCB Emergency Control Organisation.
- Develops, implements, and trains on emergency management procedures.

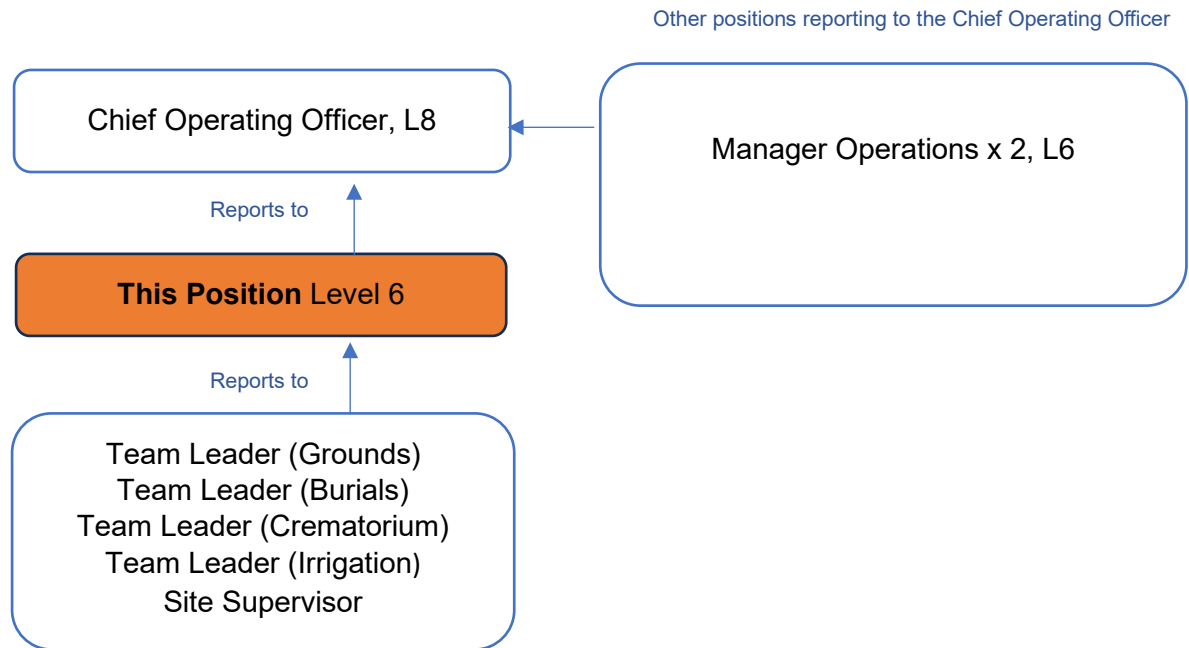


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Work Health and Safety (WHS)

- Ensures compliance with WHS regulations and manages effective hazard identification and safety practices.
- Conducts regular WHS inspections and addresses unsafe work practices.
- Identifies training needs to ensure safe work practices.

Reporting relationships



Leadership expectations and behaviours

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](#). The leadership context of this position is [Multiple Area Leader](#).

- **Lead collectively:** Leads teams across multiple business areas to achieve strategic directions and implement operational strategies.
- **Think through complexity:** Ensures their business area strategies align with those of other business areas and agencies.
- **Dynamically sense the environment:** Understands and responds to the impact both internal and external factors have on the delivery of the business area goals.
- **Deliver on high leverage areas:** Identifies strategic priorities for the business areas and tenaciously pursues high leverage priorities.
- **Build capability:** Empowers individuals in their learning by enabling a growth-based environment
- **Embody the spirit of public service:** Implements strategies to embed best practice corporate governance and promote integrity.
- **Lead adaptively:** Is comfortable leading change across the business and continually looks for ways to improve.



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Work related requirements - matching the right person to this position

The following work related requirements apply within the context of this position, including alignment with our values and the Public Sector Leadership Expectations.

1. Extensive relevant experience in a related discipline such as Horticulture, Landscape or Property Maintenance, Operations Management.
2. Demonstrated leadership and people management skills within an operations environment, including supervising a diverse multidisciplinary outdoor workforce.
3. Excellent written and verbal communication skills along with well-developed conceptual and analytical skills and the ability to successfully negotiate difficult matters.
4. Experience in managing projects and financial resources whilst being proficient in the use of computer applications, in particular the Microsoft Office suite of programs.
5. Good organisational and time management skills with the ability to manage competing priorities.
6. Sound knowledge of Equal Opportunity, Disability Services and Occupational Safety and Health legislation and the ability to correctly apply these in the workplace.

Desirable

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

Other requirements

- Current and valid Western Australian driver's licence, or equivalent.
- A satisfactory National Police Clearance check.

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
09/09/2024	/ /2024	
Kathlene Oliver Chief Executive Officer		



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