



METROPOLITAN
CEMETERIES BOARD



JOB DESCRIPTION FORM

OUR VALUES: Compassion, Respect, Understanding and Integrity



Manager Support Services

Classification: Level 6

Division: Operations

Position Number: TBA

Directorate: Support Services

Location: Metropolitan sites

FTE Managed: 4

Leadership Context: Leading Leaders

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

About the position

The [Manager Support Services](#) is responsible for ensuring consistency in procedures and processes across the operational functions, and managerial oversight of customer service, monumental and memorial services, and funeral concierge functions.

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.

The [Manager Support Services](#) has a key leadership role in managing the support functions that service the operational sites across the Perth metropolitan area. Staff in the Support Services directorate are expected to travel across sites.

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.

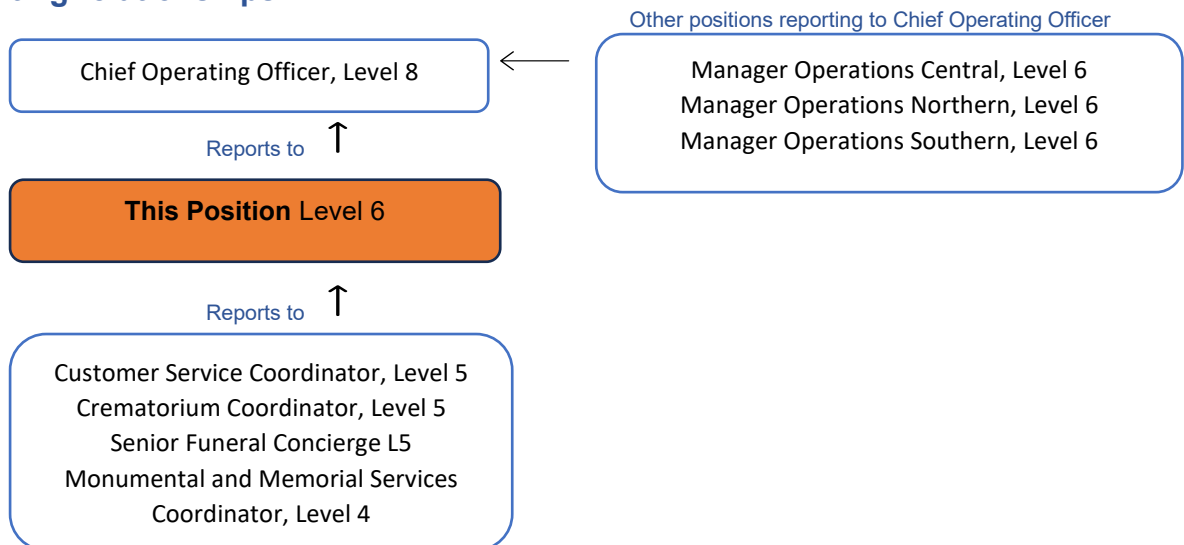


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What the position involves

- Provide day to day operational and administrative coordination and supervision of customer services, monumental and memorial services and funeral concierge services across all MCB sites.
- Develops and implements work team plans and effectively deploys staff, physical and financial resources to meet business needs.
- Builds and maintains internal and external relationships, including Funeral Directors and community groups.
- Coordinates the recruitment, training and performance development of customer service, funeral service and monumental and memorial services teams, ensuring a consistently high standard of staff performance.
- Builds team and individual capabilities to create cohesive, high performing, multi-skilled and agile teams.
- Ensures accurate and consistent application and implementation of relevant legislation, policies, procedures and processes across all MCB sites.
- Works collaboratively with other Divisions and teams to resolve issues and complaints, funeral services matters including security, maintenance and procurement issues.
- Identifies system and workflow/process challenges and provides solutions for continuous improvement.

Reporting relationships



Capabilities required – the behaviours necessary to perform the role

For this role the expected behaviours are demonstrated in the context of [Leading Leaders](#). The Leading Leaders context is about getting results through leaders and their teams in a single business area, and by influencing leaders in other business areas.

- **Lead collectively:** You articulate the operational objectives for your leaders, linking them to agency goals and ensuring their ability to deliver operational excellence.
- **Think through complexity:** Thinks strategically, laterally and innovatively, and identifies and implements system and process improvements and consistent work practices.
- **Dynamically sense the environment:** You resolve interpersonal conflict tactfully, recognising the influence of your approach on your success and that of your teams.



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- **Deliver on high leverage areas:** You set clear objectives that drive performance for your business area, adapting them when required.
- **Build capability:** You act as a coach for others and reinforce the need for them to actively manage and drive their own development.
- **Embody the spirit of public service:** You coach your leaders to lead in a manner that promotes high quality value and a sense of pride in work undertaken.
- **Lead adaptively:** You identify the impact of your personal leadership style on those you lead, making a conscious effort to adapt your behaviours in engaging with people from diverse backgrounds.

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. Demonstrated ability to lead and manage people, projects and financial resources in a complex organisation with multiple work sites.
2. The ability to resolve complex problems, review business processes, develop and implement new or improved procedures and correctly interpret and apply legislation.
3. Experience in coordinating and developing a high-performance team to deliver excellence in customer service
4. Ability to prioritise tasks and workload to meet deadlines, goals and objectives in an environment subject to competing priorities and change.
5. Demonstrates the expected behaviours of the context for this role.

Other requirements

- Current and valid Western Australian Driver's Licence
- A satisfactory National Police Clearance (no older than 6 months from date of issue) or be able to meet the requirements of a National Police Clearance prior to appointment

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
28/01/2025	18/12/2023	
Ash Oliver Chief Operating Officer		



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