

## Job Description

<b>Job Title</b>	Memorial Management Officer
<b>Directorate</b>	Neighbourhoods & Housing
<b>Service Area</b>	Licensing & Public Protection
<b>Grade</b>	5
<b>Competency Level</b>	1
<b>Salary</b>	£31,022 - £35,412
<b>Job Type</b>	Hybrid
<b>Location</b>	Allerton Cemetery Lodge
<b>Disclosure and barring service (DBS)</b>	Not Required
<b>Job Evaluation Ref No</b>	

## Job Purpose

To assist in the development and management of the service whilst dealing with initiatives emanating from the corporate and Government agendas with particular emphasis on the development and maintenance of cemeteries, assets, plans, policies and procedures.

### Directly Responsible For:

Not applicable

## Directly Responsible To:

Senior Cemeteries and Crematoria Officer

## Main Areas of Responsibility:

- Maintain awareness of, be conversant and ensure compliance with all relevant statutory legislation and codes of practice relating to the disposal of the dead, including exhumation
- To advise, assist and counsel the service users in respect of all aspects of the service provided by the City Council, in a sensitive manner at all times
- To ensure that applications for the erection and re-erection of memorials are processed within agreed timescales and that memorials are checked on completion, advising memorial masons of unsatisfactory workmanship in respect of the Memorial Masons Charter and to also implement systems for the assessment of memorial safety to standards set out by the National Associate of Monumental Masons (NAMM) and BS8415
- To maintain the Memorial Masons Charter, including liaison with memorial masons
- To ensure that all graves are thoroughly checked prior to an interment taking place in respect of location, size etc and to resolve any discrepancies with the appropriate staff
- To implement and manage the services' policy for dealing with unsafe memorials in a safe and effective manner, including all administrative matters
- To calculate fees and issue invoices for payment in respect of memorial masons, including the recovery of outstanding debt
- To develop, maintain and update a varied range of service specific plans, policies and procedures to ensure that the service has a robust and structured approach to service delivery
- To identify and mark out new cemetery grave sections including plan preparation and updates

- To assist in the management and monitoring of routine and planned maintenance of all buildings and grounds within the city cemeteries and crematoria
- Develop positive relationships with Memorial Masons and Funeral Directors to, update, communicate and implement rules and instructions, to ensure that all statutory and local requirements are fully understood and implemented
- To undertake such other relevant and appropriate duties at a level of responsibility consistent with the grade of the post which may, from time to time, be allocated in the interests of the service
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken

### **Supervision and Management Responsibility:**

- No supervisory or line manager responsibility

### **Budget and Financial Responsibility:**

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

### **Social Value Responsibility:**

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

## Physical Demands of the Job:

- May work in adverse weather conditions, manual handling or loads and or/people, standing or sitting for long periods of time or operating machinery

## Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

## Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **1**.



[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.



# Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

## Qualification and training

### Essential

- Hold or be willing to work towards S.I.A.M. (Safety Inspection and Assessment of Memorials) Qualification (A/I)
- Hold a Full and Clean Driving License (A/I)

## Experience

### Essential

- Experience within the Bereavement Sector (A/I)
- Willingness to work in close proximity of Deceased people (A/I)

### Desirable

- Experience in testing memorial in accordance with NAMM Standards
- Experience of inspecting new and refixed memorials for compliance with the Memorial Masons Charter
- Experience of checking graves once excavated and resolving discrepancies efficiently and effectively
- Experience of identifying and marking out new cemetery grave sections
- Experience of monitoring infrastructure maintenance/repairs

- Experience in the receiving, checking and processing cemetery related documentation

## Skills/Abilities

### Essential

- The ability to communicate effectively with customers and to maintain high standards of customer care (A/I)
- The ability to understand, interpret and process statutory legislation with a view to formatting into a localised working procedure (A/I)
- The ability to generate own correspondence (A)

### Desirable

- The ability to use computerised equipment
- The ability to work as part of a team
- The ability to prioritise workloads and to meet deadlines

## Commitment

### Essential

- To continuous improvement and ongoing personal development (A)

### Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

## Other

### Essential

- Must be able to work in a pressurised and sensitive work environment, which includes working in an environment where bereavement is at the forefront of service delivery (A/I)
- Must be able to work flexibly (A/I)

### Desirable

- Willingness to represent the service out of normal office hours