

	<b>Position description</b>
<b>Position title</b>	Cemetery Operations Groundsperson - Burial
<b>Status</b>	Permanent, full-time
<b>Classification and remuneration (Remuneration EBA only)</b>	Level 2.1
<b>Hours of work</b>	38 hours 5 days per week
<b>Region</b>	East
<b>Primary location</b>	Lilydale – you may be required to provide support across the different GMCT sites from time to time to support business continuity.
<b>Date PD adopted</b>	March 2022

### Our organisational environment

At The Greater Metropolitan Cemeteries Trust (GMCT) we believe in caring for our communities with dignity and compassion.

GMCT is comprised of three regions (north, east and west). Corporate functions and administration are conducted from the head office, located at Fawkner Memorial Park. We recognise that our industry sector is not immune to change and is being shaped by a number of trends. We are in a strong position to respond to these trends and require a workforce that is agile, resilient and up for change and innovation.

### Our purpose

We provide the final care for your loved ones, with dignity and kindness. We respect all peoples, our heritage, our communities and the environment.

### Our vision

Our peaceful places and compassionate support provide solace and belonging so families and friends can cherish and preserve the lasting memories of their loved ones.

## Our values

Our values are a description of the way we see the world and what is most important to us. They are the principles that guide and shape the way we think and act. This includes the way we provide services to our customers, the way we treat each other within the organisation and the way we relate to the wider community.



Whenever our support is needed, we are ready to be there, responding with sensitivity and kindness.

We consider every situation to be unique and strive to understand the needs of customers and colleagues so we can put them at the heart of everything we do.



We respect the rights, traditions and beliefs of every individual, family, community, and culture we work with.

We respect, support and recognise our colleagues so we can empower one another to do the same for the communities we serve.



We have courage to hold ourselves to account, and recognise our individual and collective responsibility for ethical, honest, and considered conduct.

We hold ourselves and each other to the highest standards of professionalism and compliance.



Our cemeteries and memorial parks have been here for generations, and will be here for generations to come.

We use our resources wisely, plan effectively, and look after our environment and ourselves to ensure that GMCT contributes to a more sustainable future.

## 1. Position organisational relationships

This position will form part of the East region operational team, providing burial operations within the directorate of operations. This position has the following organisational relationships:

Accountable to:	Supervisor Burial Operations
Supervises:	No direct reports
Internal Liaisons:	Executive team, managers, supervisors, other GMCT staff
External Liaisons:	Funeral directors, members of the public, stonemasons, general public, other stakeholders

## 2. Position context

The Operations Directorate provides the first point of contact for families and stakeholders and supports and guides them through a range of services, delivered with certainty in an environment representing care and compassion. Each role within the directorate has an opportunity to positively impact the community.

## 3. Position objectives

In particular, the Burial Services team support families & stakeholders through the delivery of a range of services typically related to interment activity.

Undertaking other duties in the best interests of the organisation within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.

You may be asked to reasonably support other areas of the business which you have been trained in.

## 4. Key responsibilities

The responsibility of this role is as follows:

### **Cemetery Operations Groundsperson - Burial**

- Grave Set up & presentation
  - identifying and checking accurately, the location of a grave site
  - hand digging graves when required
  - assessing soil conditions and the installation of appropriate shoring for individual graves;
  - preparing a grave site with equipment as requested by the funeral director and surrounds including pathways or other requests as directed by manager/supervisor for a funeral
  - installing and positioning memorial plaques and bases
  - advise public on locations of graves/memorials, funerals and cemetery amenities.
- Tractor trailer operation
- Grave Top-ups
  - backfilling and clean-up of a grave site
- Receive deliveries from funeral directors and confirm paperwork is correct
  - ensure that all burials & cremations occur as per The Greater Metropolitan Cemeteries Trust policy

This role is the entry level for the Cemetery Operations Officer - Burial. New staff will complete a training needs analysis upon commencement and undertake training within their first 12 months of employment. Upon successful completion of a competency assessment at the end of their first 12 months, staff can progress to a Level 3.

## 5. Key capabilities

### Essential capabilities

Capability	Proficiency level
<p><b>Grounds &amp; graves management</b> – Provides consistent, reliable management of grounds and graves that minimises risks and enhances customer experience</p> <ul style="list-style-type: none"> <li>• Understands the requirements and standards of grounds and graves</li> <li>• Understands the types of memorials and graves that are available through GMCT</li> <li>• Demonstrates understanding of the range of products, services and offerings that are available to fit different cultural needs/requirements</li> <li>• Has knowledge of the geography of the cemetery and how it all fits together</li> <li>• Demonstrates understanding and adherence to GMCT safety standards</li> <li>• Able to apply previous trade experience to role (eg. Small plant machinery, maintenance)</li> </ul>	Foundational
<p><b>Emotional intelligence</b> – Identifies, controls and appropriately expresses emotions of self, and manages the emotions of others with empathy and respect</p> <ul style="list-style-type: none"> <li>• Demonstrates awareness and understanding of own emotions and mood</li> <li>• Understands the impact that emotions can have on thinking, decision making and behavior</li> <li>• Demonstrates awareness of the impact own emotions can have on how interact with others</li> <li>• Demonstrates awareness and acceptance of the cultural, religious and other demographic backgrounds of GMCT customers and stakeholders</li> </ul>	Foundational
<p><b>Customer centricity</b> – Has the customer experience at the forefront of every decision and action</p> <ul style="list-style-type: none"> <li>• The customer is at the heart of every decision and action</li> <li>• Clearly understands who the customer is (internal and external)</li> <li>• Identifies and meets customer needs</li> <li>• Understands the drivers of GMCT customer satisfaction and how to positively influence these</li> </ul>	Foundational
<p><b>Change agility and resilience</b> – Maintains composure and focus under pressure and quickly adapts to change</p> <ul style="list-style-type: none"> <li>• Embraces change with patience, an open mind, and maintains a positive attitude during times of change</li> </ul>	Foundational

<ul style="list-style-type: none"> <li>• Works effectively even when faced with disruption and uncertainty</li> <li>• Understands how self and others manage health &amp; wellbeing</li> <li>• Uses effective strategies to stay calm and composed under pressure</li> <li>• Maintains health and vitality to enable 'bounce-back' from setbacks</li> </ul>	
<p><b>Accountability and results focus</b> – Plans effectively and takes accountability for behaviour and results</p> <ul style="list-style-type: none"> <li>• Completes goals and activities that are aligned to team, business and GMCT strategic objectives</li> <li>• Understands the GMCT Strategic Objectives and GMCT Values</li> <li>• Follows GMCT process and completes work in a timely manner to expected standards</li> <li>• Identifies issues or roadblocks and escalates appropriately</li> <li>• Holds self to account for results and behaviour and accepts responsibility for outcomes</li> </ul>	Foundational
<p><b>Collaboration</b> – Builds and maintains positive relationships to enhance productivity and increase customer satisfaction</p> <ul style="list-style-type: none"> <li>• Awareness of key internal and external stakeholders, and how best to engage with them to achieve desired results</li> <li>• Forms strong relationships with immediate team</li> <li>• Works effectively as part of a team</li> <li>• Adopts a flexible, open minded approach to achieving own objectives whilst supporting the achievement of broader team objectives</li> <li>• Understands the importance of teamwork in achieving individual and team objectives</li> </ul>	Foundational

***\*PLEASE NOTE: The key capabilities will be further explored in the interview process***

## 6. Qualification, Relevant Skills and Experience

### Qualifications and experience

- demonstrated experience in a similar or comparable role.

### Skills / abilities

- correct manual handling technique
- high level of interpersonal and communications skills and demonstrated ability to apply this to internal and external stakeholders
- proven ability to work independently as well as part of a team
- proven understanding of, and commitment to, OHS practices which ensure a safe and healthy working environment for staff and the public

- a commitment to the responsible application of the risk management process in the activities that is undertaken in the workplace and to identify, manage and report risks to the accountable person or committee
- attention to detail
- demonstrated capacity to effectively organise resources to achieve delegated tasks within agreed timeframes
- flexibility and initiative in dealing with the unexpected including the ability to always maintain a professional approach
- multilingual skills (Chinese, Italian, Greek, Arabic, etc.) is desirable
- display acceptance and understanding of ethno-cultural and religious diversity and
- Maintains integrity, trust and confidentiality at all times.

#### **Other requirements**

##### **Technical skills**

- Current driver's license (mandatory)
- Excavator licence (desirable)
- Backhoe (desirable)
- First Aid Certificate (desirable)

## **7. Key selection criteria**

Applicants must address the following criteria in writing to be considered for this position. All selection criteria are essential.

- demonstrated experience in a similar or comparable role.
- proven understanding of, and commitment to, OHS practices which ensure a safe and healthy working environment for staff and the public
- display acceptance and understanding of ethno-cultural and religious diversity; and
- current driver's license (mandatory)

## 8. Relevant physical requirements

Requirements	Frequency of occurrence (Check box where appropriate)				Comments
	Rarely 0% to 5%	Occasionally 6% to 33%	Frequently 34% to 66%	Regularly 67%-100%	
<b>Weights and forces</b>					
Lifting from floor to waist (<5 kg per item)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Lifting at waist height (<5 kg per item)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Lifting waist to above shoulder (<5 kg per item)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Carrying	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Pushing (trolley weighing up to 50kg)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Pulling (trolley weighing up to 50kg)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Moving equipment and/or furniture	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Holding or supporting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Above shoulder	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Whole body and lower limb movement</b>					
Standing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Staff encouraged to alternate sit/stand for
Sitting - at desk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Sitting – vehicle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Walking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Walking – whilst carrying	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Walking – on uneven ground	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Climbing – stairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Climbing - ladders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Driving – passenger vehicle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Computer – desktop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Computer - laptop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Squatting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Kneeling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Upper body and upper limb movement</b>					
Reach - forward (>30cm from body)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Reach - side (>30cm from body)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Reach – above shoulder	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Gripping or grabbing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Bending neck - looking up	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Bending neck - looking down	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Rotating neck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Bending spine - forward	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Bending spine - backward	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Twisting spine to side	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Writing with pen or pencil	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Typing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Requirements	Frequency of Occurrence (Check box where appropriate)				Comments
	Rarely 0% to 5%	Occasionally 6% to 33%	Frequently 34% to 66%	Regularly 67%-100%	
<b>Sensory</b>					
Hearing – holding direct conversation and telephone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Hearing – alarms, signals, disturbance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Visual – read printed material, signage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Visual – read computer screens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Visual - driving	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Other</b>					

## 9. Declaration

A medical examination is required to ensure that you are placed in a position in which the duties required are safely within your capacity.

You are required under Section 41 of the Workplace Injury Rehabilitation and Compensation Act 2013 (“the Act”) to disclose all pre-existing injuries or diseases suffered by yourself and which you are aware may be affected by the nature of the proposed employment. The failure to disclose, or make a false or misleading disclosure, of a pre-existing injury or disease means that any recurrence, aggravation, acceleration, exacerbation and deterioration of the pre-existing injury or disease as a result of employment with Greater Metropolitan Cemeteries Trust does not entitle you to compensation under the Act.

**I have read and understood the requirements of this role and declare that I am able to perform the inherent requirements of the role outlined within.**

**Cemetery Operations Groundsperson - Burial**

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**Signature**

**Print Name**

**Date**