

	Position description
Position title	Senior Supervisor Funeral Services
Status	Permanent, full-time
Classification and remuneration (Remuneration EBA only)	Level 5.1
Hours of work	38 hours 5 days per week
Region	West
Primary location	Altona – you may be required to provide support across the different GMCT sites from time to time to support business continuity.
Date PD adopted	July 2021

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

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

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

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

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

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

Accountable to:	Group General Manager – Western Region
Supervises:	Memorial Officer, Funeral Services Assistants (includes Chapel, Crematorium and Gatehouse), and Works Co-ordinators.
Internal Liaisons:	Executive Team, Managers, Supervisors and other GMCT Staff.
External Liaisons:	Family members, General Public, Community Groups, Funeral Directors, Stonemasons and Other Stakeholders

2. Position context

The Senior Supervisor Funeral Services will lead a team committed to delivering a range of services directly involving families and Funeral Directors during a particularly sensitive time. The Senior Supervisor Funeral Services would be an exemplar of GMCT Values and professionalism with an appreciation for reputation management, customer experience and data accuracy. The role provides hands on leadership to staff employed within the Funeral Services team and carries with it an opportunity to positively impact the community.

3. Position objectives

The objective of the Senior Supervisor Funeral Services is to lead the Funeral Services team to deliver high quality customer experience, with a focus on accuracy, certainty and accountability with respect to the handling of deceased including cremated remains and services delivery (Gatehouse, Chapels, Crematoria, Interments, and Memorialisation activity). The position will be the point of incident escalation and resolution on the day of service and will oversee the duties of the Works Co-ordinators.

The Senior Supervisor Funeral Services will either directly or by oversight and delegation:

- Review the funeral booking to determine any special requirements including chapel bookings and catering services
- Appropriately resource the Gatehouse function to receive the funeral party and check all Department of Health forms and corner/death certificates are received and correctly completed as per regulations
- Be available as point of escalation for any potential or realised incident, issue or complaint and manage by incident control and coordination of the response
- Escort and handover the location to the Funeral Directors
- Escort and support families if required for family in attendance cremated remains interments
- Ensure the chapel/function space and audio visual has been readied for the service and is appropriately resourced
- Liaise with the crematorium staff to ensure coffins received are appropriately and respectfully managed
- Manage the crematorium function in accordance with all risk and operational guidelines
- Manage the retention, return, interment or dispersions of Cremated Remains in accordance with all risk and operational guidelines
- Complete follow up quality checks of grave following the back fill and completion of burials, ensuring that the grave has been completed to an acceptable standard, and noting any rectification works required
- Assist in the provision of after care services
- Arrange for memorial information to be forwarded to the right of interment holder
- Review interment anniversaries and lodge CRMs for the locations to be tidied.
- 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.

4. Key responsibilities

The Senior Supervisor is responsible for a range of duties and tasks which include but are not limited to:

- Provide strong leadership and direction to the operations team in the on-going delivery of cemetery services to GMCT customers and stakeholders
- Develop and implement team and individual coaching and development opportunities to ensure:
 - Achievement and maintenance of performance measures/indicators
 - Efficient activity coordination
 - Compliance with standards and procedures including legislative and Occupational Health and Safety obligations
- Act as incident control for any incident and escalate to the regional General Manager and/or work health safety department
- Participate in and/or support any internal or external investigations as a result of an incident reported and recommend and implement improvements as a result of outcomes
- Ensure that services delivered are effective, efficient, customer focused, and consistent with GMCT's strategic objectives
- Develop and implement a staff roster and leave planner to ensure consistency of service is always maintained, including public holidays and weekends where applicable
- Participate in monthly reporting and provide accurate and timely information to the regional General Manager
- Demonstrate a highly collaborative approach to building and maintaining productive working relationships with internal and external stakeholders
- Actively promote, support and enable professional development
- Foster and implement a customer first culture within the team, focused on high level customer experience, cemetery presentation, and service delivery standards
- Provide support to other GMCT sites and supervisors when required
- Maintain accurate and up to date records of tasks and training undertaken in accordance with GMCT policies and procedures
- Receive notification of all services booked in the region
- Co-ordinate with burial operations the physical identification of the location and the interment specifications
- Complete identification checks on location as part of the Safe Work Method Statement sign off
- Ensure that the interment location is prepared prior to the funeral, including the removal of a monument to allow multiple interments
- Ensure alignment with the funeral booking and CemSys information
- Ensure the interment location is presentable to mourners (ie gravesite is tidy with grass mats laid and clean seating available (if required) or clean mausoleum) in line with the burial operation manual
- Ensure all paperwork is completed and closed out in a timely manner
- Provide leadership and strategy in the planning and implementation of continuous improvement activities that optimise workplace efficiencies
- Apply effective Performance Management Program and actions are taken to improve, develop or enhance performance as required
- Supervise the delivery of operational related works within budget to ensure all works are completed to a high standard and within prescribed timelines and budget parameters
- Contribute to the preparation and development of the annual budget process in conjunction with the regional General Manager
- Participate in team and departmental planning and reviews
- Ensure the management of risks related to work unit are identified and managed in accordance with GMCT's Risk Management Policy and guidelines
- Ensure that a healthy and safe working environment is provided to all staff.

5. Key capabilities

Essential capabilities

Capability	Proficiency level
<p>Customer centricity – Has the customer experience at the forefront of every decision and action</p> <ul style="list-style-type: none"> • Acts as GMCT advocate with community and customers • Understands customer needs and uses this knowledge to deliver the right solutions for them in the right way, at the right time • Uses customer satisfaction information to improve the customer experience • Consistently looks at issues from the eyes of the customer • Actively seeks feedback and insight from the customer when problem solving 	Intermediate
<p>Customer experience – Delights our customers by delivering respectful and dignified experiences and services</p> <ul style="list-style-type: none"> • Considers broader purpose and the long-term relationship with the customer when providing advice • Continually drives self and team to increase customer satisfaction • Identifies and builds relationships with external stakeholders (eg. Funeral directors) in order to provide a more seamless, transparent and valued customer experience • Shares knowledge and coaches others in the provision of safe, seamless, consistent and reliable customer service, sales, and valued advice • Encourages and supports team to think differently about how to respond to customer needs 	Advanced
<p>Leadership – Provides direction and purpose, and empowers, motivates and inspires others to achieve their potential</p> <ul style="list-style-type: none"> • Actively leads team to high performance through coaching, mentoring and development activities • Inspires others by setting and clearly communicating strategy to drive team members to achieve personal and team objectives • Allocates resources and delegates tasks / projects in a way that supports and stretches team members to achieve desired individual and team outcomes • Rewards and recognises team and individual successes • Motivates team members by linking individual and team work to the achievement of GMCT objectives • Empowers team members to develop their capability and careers 	Advanced

<ul style="list-style-type: none"> • Demonstrates courage by taking on tough challenges and leading through change • Coaches others to be leaders • Adapts leadership style to get the most out of individuals and teams • Models GMCT Values, and creates an environment of excitement and energy that drives high performance • Aligns workforce planning and team capabilities to serve our communities and deliver on our key organisational initiatives 	
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<p>Communicating with influence – Engages and inspires others through clear, timely, accurate and persuasive communication</p> <ul style="list-style-type: none"> • Tailors communications to suit the audience • Uses a range of influencing techniques to build support • Supports messages with relevant examples, evidence, demonstrations and stories • Communicates issues clearly and credibly with different audiences • Handles challenging questions confidently and constructively • Shows courage to raise difficult issues 	Intermediate
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<p>Accountability and results focus – Plans effectively and takes accountability for behaviour and results</p> <ul style="list-style-type: none"> • Maintains drive and consistent focus on achieving results • Plans, manages and prioritises own workload to effectively and consistently deliver on individual and team objectives • Initiates action without prompting • Manages expectations, communicates clearly and ensures that issues are escalated and managed appropriately • Uses knowledge of GMCT Strategic Objectives and GMCT Values to inform decision making, action and behaviour within own role • Understands the balance between the provision of excellent customer service and driving sales performance • Holds team to account for their behaviour 	Intermediate
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<p>Innovation – Actively seeks out to create and take advantage of opportunities to improve business performance and the customer experience</p> <ul style="list-style-type: none"> • Actively seeks out new insights and perspectives and invites the opinion of others • Uses sound judgement, logic, and relevant comparisons to evaluate information and identify solutions 	Intermediate
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<ul style="list-style-type: none"> • Challenges the status quo and tests and trials new ideas • Demonstrates an open-minded, considered approach to decision making • Identifies appropriate new opportunities to delight the customer and takes calculated risks to achieve these 	
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****PLEASE NOTE: The key capabilities will be further explored in the interview process***

6. Qualification, Relevant Skills and Experience

Qualifications and experience

- Experience in related field in regards to responsibilities needed at the Crematorium and the Gatehouse
- Significant experience with team supervision (minimum 5 years), or an equivalent combination of training and/or experience
- Experience in works planning, prioritising and delegation of works
- Demonstrated ability to undertake analysis, generate report on information and provide recommendations
- Experience in the cemetery industry (desirable)

Skills / abilities

- Outstanding interpersonal and communication skills and demonstrated ability to apply these with internal and external stakeholders.
- Impeccable attention to detail which ensures accurate and up to date records are maintained
- Proven capacity in the planning, development, implementation and evaluation of similar services.
- Demonstrated ability to undertake analysis, generate and report on information and provide recommendations.
- Decision Making; proven ability to work independently and to provide advice on a broad range of issues.
- Capacity to organise resources – human, physical - to optimise efficiencies in unit operations
- Commitment to providing direction and focus to staff within a supportive and rewarding context
- Understanding of, and commitment to, OHS practices which ensure a safe and healthy working environment for staff and the public
- Flexibility and initiative in dealing with the unexpected
- Ability to work well as part of a team
- Flexibility/ability to act autonomously.

Other requirements

Technical skills

- Proficient in Microsoft Office suite of programs
- Current Driver's license

7. Key selection criteria

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

- Significant experience with team supervision (minimum 5 years), or an equivalent combination of training and/or experience
- High level of interpersonal and communication skills and demonstrated ability to apply these with internal and external stakeholders.
- Proven capacity in the planning, development, implementation and evaluation of similar services.
- Demonstrated ability to undertake analysis, generate and report on information and provide recommendations.
- Decision Making; proven ability to work independently and to provide advice on a broad range of issues.
- Capacity to organise resources – human, physical - to optimise efficiencies in unit operations

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%	
Weights and forces					
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"/>	
Whole body and lower limb movement					
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"/>	
Upper body and upper limb movement					
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%	
Sensory					
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"/>	
Other					

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.

Senior Supervisor Funeral Services - West

Signature

Print Name

Date