

## Cemeteries Officer

<b>Location</b>	Thames Coromandel District	
<b>Reports to</b>	Parks and Open Spaces Manager	
<b>Group</b>	Community	
<b>Direct Reports</b>	Nil	
<b>Financial Authority</b>	Nil	
<b>Functional Relationships</b>	<i>Internal</i> District Cemeteries Coordinator, Parks and Open Spaces Manager, Customer Services Team, Parks and Open Spaces Team, Community Facilities Team, all Council staff	<i>External</i> Contractors, Ratepayers and customers, Industry Professionals and the recently bereaved

### Our Council

As one of the largest employers on the Coromandel Peninsula, we are proud to be Thames-Coromandel District Council.

We will provide high quality, affordable services and facilities with excellent customer service. We will maintain innovative leadership and empower our communities. We will strive to make the Coromandel Peninsula a desirable place to live, work and visit. We will **be the best we can**.

To achieve our vision we aim to attract, employ and support people to be their best while being guided by our core values of **respect, integrity, innovation** and **teamwork**.

### How you fit

The **Cemeteries Officer** supports and delivers the Cemeteries activity for the district

The role is responsible for the coordination and overview of the Cemeteries activity, ensuring services are delivered in an effective and customer focussed way exhibiting appropriate sensitivity particularly when dealing with the bereaved and next of kin.

The role is 5 days a week with travel required throughout the district. The preference is for this role to be based in either the Mercury Bay (Whitianga) office or Coromandel office.

## Your responsibilities

Accountable for	Successful when
<b>Quality</b>	<p>The Cemeteries Operational Manual is up to date and maintained.</p> <p>Proactive improvements are identified, assessed and implemented in terms of policy, operations and data enhancements.</p> <p>Historical cemeteries data is audited, reconciled and updated in Council databases.</p> <p>Interment requests are checked and audited on site with stakeholders as required and plot marking carried out accurately prior to interment taking place.</p>
<b>Service Delivery</b>	<p>Work is conducted in accordance with relevant Bylaws, legislation and reference is made to external stakeholder requirements and New Zealand standards.</p> <p>Meetings with internal and external stakeholders are coordinated effectively.</p> <p>Issues affecting TCDC cemeteries are, identified, shared with the District Cemeteries Coordinator and rectified (where appropriate) and reported on.</p> <p>The Cemeteries database is accurate and up to date.</p> <p>Invoicing and reconciliation of memorial application fees are completed in accordance with Council policies</p> <p>Plot reservation certificates are issued upon payment of fees and registered in Councils document management system</p> <p>Genealogy, memorial application and rights of burial enquiries investigated and customer response supplied, complex queries are shared with the District Cemeteries Coordinator</p> <p>Interment and disinterment processes are supported and managed as appropriate</p> <p>After hours support may be required and if required will be acknowledged by way of an on-call allowance</p> <p>Cemetery process improvements proactively identified and communicated</p> <p>Contractor maintenance in Cemeteries is monitored and concerns raised appropriately with staff responsible for contract management and district cemeteries coordinator.</p>

## Your responsibilities

Accountable for	Successful when
<b>Team Support</b>	<p>Appropriate advice and guidance is provided to team members</p> <p>Support is provided to the Parks and Open Spaces Manager as requested</p> <p>Escalation process is followed for significant and complex issues and cases that come to the team regarding interment matters</p> <p>New innovations are identified for ongoing system improvement.</p>
<b>Relationship Management</b>	<p>A customer focused approach is provided to all customers and key stakeholders with professional, accurate and relevant information provided.</p> <p>Te Ao Māori understanding and empathy to ensure cultural values and practices are respected and supported.</p> <p>Internal relationships are effectively managed and maintained where Managers and staff seek and/or receive advice and guidance in a timely manner with successful outcomes.</p> <p>Sound professional relationships are established and fostered.</p> <p>Relationships with the recently bereaved and next of kin are undertaken in an empathetic manner.</p>
<b>Organisational Support</b>	<p>Knowledge and skills are shared and other staff are supported.</p> <p>Update and support new procedures, information systems and policies. Ensure that procedures are complied with.</p> <p>Appropriate and agreed continuous professional development is undertaken.</p> <p>Civil Defence and Emergency Management training and activities are participated in.</p> <p>Other duties may be requested by the manager to support the business unit.</p>
<b>Health, Safety and Wellbeing</b>	<p>All reasonably practicable steps are taken to ensure your own safety, and to ensure that you do not cause harm to any other person by your actions or inaction.</p> <p>All reasonable workplace health and safety policy and procedures are followed.</p> <p>Any reasonable instructions given are complied with.</p> <p>A personal commitment to Health, Safety and wellbeing is demonstrated, in accordance with TCDC's Health and Safety Policy.</p>

## Your responsibilities

Accountable for	Successful when
Te Tiriti o Waitangi	Commitment to an understanding of Te Tiriti o Waitangi is demonstrated, building a knowledge of Tikanga Māori.

## About you

Honesty, Enthusiasm, Accountability, Respect and Teamwork are considered core competencies for all staff.

A successful *Cemeteries Officer* will need the following to succeed:

<b>Education / Training</b>	Knowledge of customer services, geographic mapping tools and other Microsoft applications.
<b>Experience</b>	<p>Experience working in Local Government and with the Burial and Cremation Act and Health Act or willingness to learn about the implications of these Acts</p> <p>Experience in win-win facilitation, working as the face of an organisation where customers bring a diverse range of issues for resolution</p> <p>Demonstrated experience working in a customer services role where a high degree of sensitivity and empathy was required</p> <p>Experience with the use of works management, schedule applications and GIS would be an advantage or a willingness to learn these applications</p> <p>Confident user of database and MS Office applications</p> <p>Demonstrated experience of embedding a continuous improvement culture in business processes</p>
<b>Knowledge, skills and attributes</b>	<p>Strong strategic ability, able to drive and influence decisions confidently with highly developed interpersonal and communication skills</p> <p>Solution focused, understands the need for key relationships, acts with honesty, transparency and empathy for people and communities</p> <p>Innovative mind set, is an improvement focused team player that shows initiative and inspires commitment to achieve Council outcomes</p> <p>Strong decision making and problem-solving skills, can confidently analyse and apply key information with good judgement and takes accountability.</p>

I certify that I have read this position description and reasonably believe that I understand the requirements of the position. I understand that:

- a) This position description may be amended by the employer following reasonable notice to me
- b) I may be asked to perform other duties as reasonably required by the employer in accordance with the conditions of the position.

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Employee

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Date

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Employer

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Date