Post Title: Bereavement Services Operative

Grade: E

# Job Purpose

To promote the Council’s vision, values, aims, objectives, and priorities actively and effectively, putting our citizens first through the delivery of best value services.

To undertake a range of cemetery duties, including grounds maintenance, grave digging, sexton responsibilities, and ensuring memorial safety across all Nottingham City Council cemeteries. The role also involves regular interaction with members of the public, funeral directors, and stakeholders to support the effective discharge of statutory duties across Bereavement Services.

# Individual Leadership Expectations

As an Officer of the Council, you will be expected to demonstrate our core behaviours,

linked to the following four themes:

* **Individual Leadership**: by putting our citizens and customers first, delivering against your objectives, helping to set direction, and putting forward ideas for improvements.
* **Equality Diversity & Inclusion**: by ensuring we consider the needs of all NCC citizens in our work, show respect for others, upholding and adhering to the Council’s Code of Conduct.
* **Change & Innovation**: by being creative, delivering change when needed, sharing problems, and helping to bring forward suggestions for improvements.
* **Collaboration**: by working well with others, identifying the needs of colleagues and others to deliver great services and by being a good communicator who works well with a range of audiences.

# Specific Duties

1. To plan and prepare for burials, considering grave and coffin dimensions, location, soil conditions, and excavation methods. Responsibilities include managing soil and spoil to minimise disruption, ensuring safe access, meeting ceremonial and religious needs, applying appropriate shoring techniques, and completing the burial process in line with instructions and health and safety standards.
2. To coordinate funeral corteges, attend and support burials, including backfilling and finishing graves, and conduct the burial of cremated remains. The role also involves liaising with mourners, clergy, funeral directors, and officials with tact and dignity.
3. To recognise the sensitive and emotional nature of burials, exercising sound judgement in potentially distressing situations. The role requires readiness to handle coffined remains and the ability to respond swiftly and appropriately to minimise distress to mourners.
4. To carry out daily and weekly inspections, reporting any damage, breakages, or equipment failures immediately to the appropriate officers to ensure prompt repair or replacement. This is essential to maintain the health and safety of cemetery and crematoria users, and to support the enforcement of Cemetery Rules and Regulations.
5. To carry out maintenance duties, including weed control and spraying in accordance with PA1 and PA6 certification. Tasks include grass cutting, litter picking, sweeping hard surfaces, edging off paths, epicormic growth, lifting trees, maintaining flower beds, watering, removing floral tributes and unauthorised memorialisation and other activities as required by Bereavement Services.
6. To promote mutual respect and positive relations with all cemetery visitors, demonstrating awareness and sensitivity to the diverse bereavement needs of different cultures and religions.
7. To support customers, citizens, and stakeholders in raising concerns through our designated complaints process, where all issues will be acknowledged, investigated promptly, and resolved fairly and confidentially.
8. Responsible for coordinating with site contractors, including stonemasons, to ensure that all memorial installations comply with cemetery regulations and are appropriately aligned with existing memorials within the designated sections.
9. To work flexibly across all sites within Bereavement Services to meet service demands as required by the crematorium and cemeteries (City Wide). To undertake up to 12 weeks per year on a rotational basis, working evenings (until 8pm) and weekends (until 4pm). This role also involves driving and operating council vehicles, plant, and machinery as required.
10. Actively promote and embed Equality, Diversity, and Inclusion through all actions and in accordance with the organisation’s EDI strategy and objectives.
11. Contribute to our corporate responsibility in relation to climate change by taking action and limiting the carbon impact of activities within your role and championing this work.

**Numbers and grades of any staff supervised by the post holder: 0**

All staff are expected to abide by the obligations set out in the Information Security Policy, IT Acceptable Use Policy and Code of Conduct in order to uphold Nottingham City Council standards in relation to the creation, management, storage and transmission of information. Information must be treated in confidence and only be used for the purposes for which it has been gathered and should not be shared except where authorised to do so. It must not be used for personal gain or benefit, nor should it be passed on to third parties who might use it in such a way All staff are expected to uphold the City Council obligations in relation to current legislation including the Data Protection Act and Freedom of Information Act.

**This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by a supervising officer, the responsibility level of any other duties should not exceed those outlined above.**

**Produced by Ken France Head of Fleet & SHEQ Services**

**Date 20/05/2025**

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| **Job title: Bereavement Services Operative** |

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| AREA OF RESPONSIBILITY | **REQUIREMENT** | | MEASUREMENT | | | |
| A | | **AC** | D |
| **Individual Leadership** | Takes personal accountability for own development. | |  | | **🗸** |  |
| Drive and motivation, ability to deliver against challenging objectives. | | 🗸 | | **🗸** |  |
| **Change and Innovation** | Confidence and ability to put forward ideas for change. | |  | | **🗸** |  |
| Ability to be creative, to be able to identify problems and work to create solutions. | | 🗸 | | **🗸** |  |
| **Collaboration** | Evidence of working successfully in partnership across different sectors, building and maintaining good working relationships. | |  | | **🗸** |  |
| Evidence of actively working with others to improve collaboration internally and externally. | | 🗸 | | **🗸** |  |
| **Equality, Diversity, and Inclusion** | An understanding of why it’s important to consider equality, diversity, and inclusion in all that we do. | | 🗸 | | **🗸** |  |
| Demonstrating personal commitment to the equality, diversity and inclusion challenges faced by our workforce and Nottingham’s people. | |  | |  |  |
| **Technical Skills and Knowledge** |  | | 🗸 | | **🗸** |  |
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| **Qualification requirement** | Full UK Driving Licence  IOSH (Will be provided)  PA1 PA6 (Will be provided)  Chainsaw Licence (Will be provided)  Memorial Testing (Will be provided)  Excavator Training (Will be provided)  Shoring Training (Will be provided)  Sexton Training (Will be provided)  National Association of Memorial Masons Fixers License (Will be provided) | | 🗸 | | **🗸** | 🗸 |
| **A - Application** | **AC – Assessment Centre** | **D – Documentary** | |

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