

## ***Position Description***

<b>POSITION</b>	Administrative Assistant - Cemeteries
<b>SECTION</b>	Property
<b>DEPARTMENT</b>	Corporate Services
<b>BUDGET SUBJECT</b>	240
<b>POSITION NO.</b>	Term contract – 12 months
<b>POSITION TYPE</b>	Part-time (21 hours per week)
<b>REPORTS TO</b>	Manager Property
<b>DIRECT REPORTS</b>	No
<b>POSITION GRADE</b>	Band 2, Level 1 Salary System Grade 5
<b>DATE</b>	July 2017

### **POSITION PURPOSE:**

- To provide quality assistance to Senior Property Officer and Manager Property to effectively manage the Council controlled cemeteries.
- Act in accordance with the NSW WHS Act 2011, WHS Regulation 2017 and the Work Health and Safety (WHS) Management System to ensure a safe place of work.

### **QUALIFICATIONS & EXPERIENCE:**

#### **Essential:**

- Certificate III in Business Studies or related field and/or minimum 12 months relevant work experience
- Current Class C Drivers Licence
- Excellent presentation and demonstrated ability to be able to cope with stressful situations and be empathic to customers that are experiencing high levels of grief and bereavement

#### **Desirable:**

- WHS Induction Card (White Card)
- Local Government Experience
- Knowledge of relevant legislation.

**AUTHORITY:**

- To take any reasonable action that is consistent with the responsibilities of the position and to ensure the safe and efficient undertaking of work activities. The incumbent's authority is subject to any limitation imposed by the Management Team, Corporate Policies, Procedures and Work Instructions.

**KEY ACCOUNTABILITIES:**

- Provide effective customer service to Council's internal and external stakeholders, resolving any problems that may occur, taking the necessary immediate action, in a sensitive and professional manner, and in line with statutory requirements
- To be the representative of the Council when meeting with families before, during and after the burial at any of the cemeteries.
- To promote the cemeteries service and ensure that a positive image is maintained to all of our customers and external organisations.
- To carry out policies and procedures which ensure that customer needs are met and which reflect the council's core values.
- Ability to maintain registers and relevant documentation.
- Ability to co-ordinate a number of activities and meet required deadlines.
- Ability to liaise with contractors and consultants.
- Undertake recordkeeping activities in accordance with Council's Records Management business rules, procedures, policies and relevant legislation.
- Provide reports and burial data annually to Council and Cemeteries and Crematoria NSW (CCNSW) in accordance with legislation and participate in regional studies when required.
- Ensure that the specified arrangements for the details of interments are communicated accurately and in a timely way to those officers directly providing the service.
- Identify and report Cemetery improvement opportunities.
- Improve and develop Councils on line services and records in accordance with statutory requirements.

**WHS:**

- Act in accordance with the NSW WHS Act 2011, WHS Regulation 2017 and the WHS Management System.
- Implement, monitor and, or comply with councils WHS Management System, including but not limited to WHS Policies, Standard Operating Procedures, Risk Assessments/Work Instructions and associated system tools in their relevant work area.

- Adequately familiarise themselves with their WHS responsibilities and actively fulfil these as indicated in the WHS Responsibilities guideline WHS001.
- WHS001- Matrix is attached.

**Corporate:**

- To commit to and embrace the objectives of Blacktown City 2030 – City of Excellence, and to be accountable for participating as appropriate in the allocated program of works designed to deliver on the identified objectives as directed.

**Equal Employment Opportunity (EEO):**

- Demonstrate appropriate knowledge of, and commitment to, EEO principles and anti-discrimination law in the workplace.

**Environmental Sustainability:**

- Act in accordance with the Protection of the Environment Operations Act 1997 (NSW), the Local Government Act 1993 (NSW) and seek to conserve and enhance our local environment, in consideration of Council's environmental sustainability policy through our work practices, programs and services.

**DUTIES:**

- Manage relationships with relevant internal and external stakeholders with respect to the management of Council controlled cemeteries.
- To keep accurate burial and memorial records, ensuring all information meets statutory legislation, having due regard to the sensitivity of the service optimising income generation and financial management.
- Co-ordinate funeral arrangements including grave location markings (may include taking photographs and arranging maps).
- Process Right of Burial, Permit for Burial, Placement of Ashes, Erect a Memorial, Memorial Plaque Applications in accordance with Council Policy and relevant Australian Standards.
- To advise, check and report on the safety of memorials within the cemeteries.
- Prepare documentation necessary to carry out duties.
- Undertake training to further develop existing and acquire new skills as needed to perform the responsibilities of this position.
- Assist in other areas of Property Services at the direction of the Manager Property and the Senior Property Officer

**PERFORMANCE CRITERIA:**

- Conduct Cemetery, grave and monument audits quarterly and report as required

- Ensure burials are accurately recorded in a timely manner
- Maintain outstanding payments under 2%
- Provide reports and burial data annually to Council and Cemeteries and Crematoria NSW (CCNSW) in accordance with legislation and participate in regional studies when required.
- Ensuring the day to day operations and maintenance activities are undertaken at the cemeteries in accordance with agreements

Employee Name (PRINT):

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Employee Sighted and Agreed:

Date:

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Supervisor Name (PRINT):

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Authorised by Supervisor:

Date:

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