

Position	Cemetery Supervisor – Dublin Cemeteries Trust
Reporting to	Cemetery Lead- Glasnevin Goldenbridge
Location	Glasnevin & Goldenbridge
Dublin Cemeteries Trust	Founded in 1828, Dublin Cemeteries Trust group is the leading provider of Burial and Cremation services in the greater Dublin area and manages a total of five Cemeteries and three Crematoria, including an award-winning heritage site at Glasnevin, Ireland’s National Cemetery
Scope of Responsibility	<p>Member of the Funeral Service and Grounds team responsible for providing supervision of funeral services, Grounds maintenance, co-ordinating funeral services including the checking process for graves and assisting with grave and memorial sales as required and assisting with management of monument sculptors on site under the guidance of the Cemetery Lead (Glasnevin/Goldenbridge). The role will encompass duties primarily across Glasnevin and Goldenbridge.</p> <p>This role is a customer facing role whose key objective is to ensure that all funerals taking place in The Trust are met with outstanding customer care, compassion and excellence. Each person is also responsible to ensure the financial sustainability of the Trust into the future.</p>
Hours	39 hours + overtime
Key Areas of Responsibility	<p><u>Duties:</u></p> <p><u>Operational:</u> Interments (Glasnevin & Goldenbridge)</p> <ul style="list-style-type: none"> • Assist the Cemetery Lead in co-ordinating the grounds and interment team in a dignified, professional and timely manner, ensuring all agreed funeral service policies and practices are followed and manage to the highest standards • Assist with the Verification of bookings (grave number/grant/job card/confirmation sheet as required) • Assist with the Checking of graves prior to opening for damage, maintenance, reset fee as required

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	<ul style="list-style-type: none"> • Maintain accurate up to date cemetery records for all burials ensuring quality control checks are in place • Assist the Cemetery Lead to ensure that all information on graves is uploaded into the computer system and that any additional costs are cleared. • Marking of graves for opening to ensure the correct grave is opened in line with organisation procedures. • Under the direction of the Cemetery Lead, arrange for the removal of cover stones and kerbs as required • Traffic management and escorting of the funeral cortege to the grave side • Under the direction of the Cemetery Lead, liaise with the funeral directors for special requests, arrival times, use of church etc. • Under the direction of the cemetery lead assist with management of Monument Sculptors on site- Assisting with related assessment and building/repair of foundations and resets (where relevant) within the agreed time frame – seed grass as required also. Inspect the works before and after completion. Document work completed in line organisation procedures. • Assist in maintaining grounds and equipment to a high standard <p>Supervision of Glasnevin and Goldenbridge (assisting the Cemetery Lead and Grave Sales Team with below and responsible when Cemetery Lead is not onsite)</p> <ul style="list-style-type: none"> • Oversee work of Contractors re: burial – if in Glasnevin and all grounds staff attending funerals on other sites • Ensure all necessary assessments are carried out on all funeral bookings - Correct grave opened • Standards of opening • Standards of staff and grave presentation • Oversee and assist if required at the interment

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	<ul style="list-style-type: none"> • Standards of grave closing and maintenance • Ensure a Dublin Cemeteries Trust representative at all interments to handle issues that may arise at the grave side • Ensure a quality customer service and experience to all bereaved families & funeral undertakers requiring our service • To cover all areas of the Cemetery Lead’s role in their absence <p>Grave sales Glasnevin and Goldenbridge (Under the direction of the Cemetery Lead)</p> <ul style="list-style-type: none"> • Assist with the Selection of appropriate grave for the family as required • Attend to appointments as required <p>HR & Staff Supervision</p> <ul style="list-style-type: none"> • To liaise with Cemetery Lead and Grounds and Estates Manager on any staff issues. <p>Communications</p> <ul style="list-style-type: none"> • In line with the Customer complaint policy ensure that all complaints are recorded appropriately, handled in an efficient manner to the satisfaction of the Trust and the Customer • Feedback comments, propose training needs and operational changes in order to continually improve the delivery of the experience <p>Customer Care</p> <p>This role is a customer-facing role the key objective of which is to ensure the highest standards of support are offered to each family with regards to the disposal of their loved one’s remains in a caring and compassionate manner</p> <ul style="list-style-type: none"> • Adhering to the Dublin Cemeteries Trust Customer Care Policy, establishing and maintaining excellent customer service relations with Ministers of Religion, Funeral Directors, mourners and other visitors to the cemetery ensuring that duties are undertaken in a manner befitting the occasion.

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	<ul style="list-style-type: none"> • Establishing and maintaining proper communications lines with Funeral Directors/ Hearse drivers / Administration office and Mangers to ensure the smooth running of each service within its designated time slot. • Dealing with enquiries & complaints, referring any serious matters to Management. • Providing assistance to disabled visitors. • Dealing with items of lost property in line with instructions. • Ensure all areas of the role are fully Health and Safety compliant <p>General</p> <ul style="list-style-type: none"> • To carry out all duties with due regard for all Dublin Cemeteries Trust policies and procedures • Our vision, mission and values are the heart of everything we do – it is your duty to the Trust, our customers and your team that you are leading by example through these <p>Flexibility</p> <p>We aim to be flexible in our role and adaptability is very much part of the ethos of Dublin Cemeteries Trust. You may be asked to perform other duties which are not included above but which are relevant to your area of work. In addition, you may be asked to help out colleagues in other areas of the Trust from time to time. As a result of technological advancement, regulatory changes and sectorial developments, the workplace will continue to change over time, with new systems and new work practices being introduced as needed. Your duties will evolve over time as the needs of the Trust and the environment in which it is operating evolves. In addition, your duties may evolve in line with your own development in your role.</p> <p>Work duties may evolve over time. The above list is not exhaustive; additional areas of responsibility may be added over time and flexibility to cover for other staff roles is required from time to time.</p>
<p>Person Requirements</p>	<ul style="list-style-type: none"> • Full driving license (<i>essential</i>)

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	<ul style="list-style-type: none"> • Previous experience in funeral services (advantageous) • Minimum 2 years' experience in a customer facing role (<i>essential</i>) • Excellent communication skills • Excellent interpersonal skills with a strong sense of customer care and an ability to deal sensitively with customers, including the bereaved • Excellent problem-solving ability and initiative • Strong attention to detail • Excellent organisational skills • Interest and ability to work as part of a team and ability to motivate team members • Ability to comply with policies, procedures, codes and regulations • Competent in IT Skills (Microsoft Outlook, Word, Excel, etc.) • Competent in the use of CRM (customer relationship management) systems (desirable)