

**United Synagogue Job Description**

**Job Title:** Senior Cemeteries Superintendent

**Department:** Burial

**Location:** Bushey (will occasionally have to work at Waltham Abbey and Willesden)

**Salary:** £35-£40K dependent on experience

**Benefits:** 20 days holiday, plus Statutory Bank Holidays

& Jewish festivals when they fall on your normal working day

Childcare Vouchers

Auto enrolment Pension

**Reports to:**  Operations Manager

Responsible for: 2 Superintendents, Chevra Kadisha staff and Drivers

**Hours:** Full time – 35 hours over 5 days including a Sunday

**1.0 Main Purpose**

1.1 To provide effective leadership to the teams of Superintendents and CKs in ensuring that the Burial Society continues to deliver an excellent service to its members

1.2 To ensure that all the funerals and tombstone consecrations are performed on schedule, with dignity and in accordance with the customs and practices of the United Synagogue Burial Society

**2.0 Relationships**

2.1 Internal relationships with:

* Operations Manager, Superintendents, CKs, drivers and Burial Office staff for all matters relating to funerals, grave space reservations
* Cemetery Maintenance Department for tombstone consecrations and tombstone fees e.g. permits
* Health and Safety Officer to discuss matters of procedure
* Foreman/Assistant Foreman to discuss day to day business relating to the internal management of the cemetery including broken/disturbed stones
  1. External relationships with:
* Members of the public to provide assistance and advice relating to Burial matters
* Rabbi's/Ministers to ensure the smooth running of the burial/consecration service
* Rabbi's/Ministers regarding any issues arising from the mourners
* Masons regarding correct design/lettering/positioning of stone
* Contractors delivering goods

**3.0 Key accountabilities**

3.1 Ensure the efficient and dignified conduct of funerals by:

* Receiving and acting on written and verbal instructions from the Burial Office
* Managing the day to day performance and workload of the teams of Superintendents and CK’s
* In conjunction with the Cemeteries Manager, provide appropriate Health and Safety training to Superintendents and CKs to ensure all procedures are carried our having regard to the wellbeing of staff and visitors
  1. Supervise Superintendents and CKs, acting as a team member or delegating where appropriate, to ensure that the following procedures are carried out in a timely and efficient manner:

3.3 In respect of Funerals:

* Ensuring accurate and up to date records of burial orders, reserve grave spaces, tombstone applications and permits are maintained
* Answer clients queries and dealing with complaints, logging accordingly
* Checking readiness of the prayer hall - cleanliness and prayer books
* Attending and if necessary assisting with male Tahara ensuring the availability of articles of equipment
* Ensuring correct mais has been delivered to the cemetery, taken to the hall and buried in the correct grave
* Meeting and/or ensuring others greet the mourners on arrival and be present at the service and interment, assisting as necessary
* In the absence of a minister, to lead the service
* Checking, through personal inspection, that the grave is prepared in a timely manner to the correct specification and carrying out the required risk assessment or delegating this task as appropriate
* Checking that the grave is filled promptly and left tidy
* Ensuring plaques are prepared and placed on appropriate graves

3.4 In respect of Consecrations:

* Checking that the locations, size, wording and structure of the tombstone matches the details on the permit issued by the Cemeteries Maintenance Department and report any discrepancies to the Monumental Masons and if appropriate, the family.
* Meeting or ensure other meet the visitors at the consecration
* In the absence of a minister, to lead the service

3.5 In respect of administration of all burial and consecration records:

* Entering safe custody, accurate, timely and completeness of burial orders, reserve grave spaces, tombstone applications and permits
* Completing the confirmatory notifications of interment and sending them to the Burial Office without delay
* Maintaining sectional diagrams
* Entering all records in appropriate Burial Register, Sectional Reports, charts etc.

3.6 In respect of maintenance ad future use of cemeteries:

* Ensuring the cemetery buildings are in good order ready for use with all the necessary heating, lighting, ventilation, prayer books and other equipment
* Reporting to the Cemeteries Manager or Foreman broken/disturbed stones that present a safety hazard
* Investigating any incidence of damage to a tombstone, recording details in the Damaged Tombstone Register and sending a written report to the family and the Office Manager together with any written statement and details of the steps taken
* Ensure every grave is visibly numbered in accordance with sectional diagrams and in correspondence with the number of grave
* Removing any incongruous or unsightly objects, dead flowers or artificial wreaths
* Selling grave space reservations after consultation with the Cemetery Foreman to ensure that they are appropriate burial spaces
* Any further duties as the Honorary Officers or line Managers may from time to time direct

It is expected that the Senior Superintendent will learn the laws and bylaws of the burial society and an understanding of the ethos of the organisation and knowledge of the roles and responsibilities of other departments within the burial society and the United Synagogue.

**Generic other duties**

Must be:

* Committed to the aims of the United Synagogue and act as an ambassador for the organisation.
* Comply with The United Synagogue’s policy and procedures and code of expectations.
* Bring to the attention of senior staff any health and safety requirements, which become obvious. In the event of any immediate danger, to take the appropriate action to reduce risk to physical danger to employees, members, contractors, volunteers, children, parents, visitors or staff.
* Work collaboratively with other colleagues across the organisation to ensure the United Synagogue can achieve its vision, mission and strategy.
* Undertake appropriate training as requested by your line manager in conjunction with the Human Resources Department and be committed to own continuous professional development.
* Carry out any other reasonable duties as requested by the Chief Executive or other designated senior staff.
* Undertake such other duties that occasionally fall within the purpose of the post.
* Maintaining high levels of discretion and confidentiality at all times.

This job description and person specification is not prescriptive; it merely outlines the key tasks and responsibilities of the post. They key tasks and responsibilities are subject to change. Any changes will be made in consultation with the post holder. This Job Description is subject to alteration in response to changes in legislation or The United Synagogue’s operational procedures.

This post requires a valid and current enhanced Disclosure and Barring Service (DBS) certificate (formerly CRB) that is satisfactory to the United Synagogue.  Please ensure that you complete the United Synagogue Application Form Part 2 appropriately.

**Person Specification**

**Skills, knowledge and experience**

* Management and leadership skills, including managing performance of a team
* Ability to deal with difficult situations
* Effective team working, ability to motivate and inspire colleagues
* Ability to maintain a positive attitude dealing with all matters relating to this situation
* Ability to communicate in a compassionate manner with visitors and mourners
* Courteous and well presented with an ability to empathise with a wide variety of people, dealing with difficult personal circumstances
* Ability to deal with all matters relating to burial, cemetery maintenance, tombstone consecrations
* Ability to perform the Tahara in accordance with the prescribed rites
* IT literacy - word, excel, outlook, intranet and internet
* Knowledge of the customs and traditions regarding funerals and consecrations
* Possess a valid and current driving licence