



## **Request**

1. Job description for a Cemetery Operative
2. Job description for an Assistant Cemetery Operative
3. All training required to be a fully qualified Cemetery Operative for Wigan Council

## **Response**

See attached

See attached

The training required to be completed is the Institute of Cemetery and Crematorium Management (ICCM) - Cemetery Operative Training Scheme (COTS). The training is intended to develop the employee to be able to meet essential criteria for the Cemetery Operative role.

In addition to training provided by the service there are also essential criteria for the Cemetery Operative role that a candidate would need to achieve to be able to apply for the role, for example:-

Hold a Full Driving Licence including category "B" towing of trailers.

Have current operation of 360° mechanical digging machine certificate or be willing to undertake this once in post.

Have demonstrable experience working within a cemetery or grounds maintenance service.



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## Your job

**Job Title: Cemetery Operative**

**Service: Bereavement Services**

**Grade: 5**

**Reporting to: Bereavement Services Foreman**

Bereavement Services provide burial and cremation services across the Borough cemeteries. Your new job will be to carry out a full range of duties to effectively deliver cemetery-based operations including, grave excavations and the delivery of the ground's maintenance service in accordance with instructions and agreed procedures and be sensitive to the needs of grieving families dealing with bereavement.

### **Mandatory Statement**

The Council is committed to complying with European General Data Protection regulations (UKGDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

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## **In this job you will:**

On an ongoing basis you will:

- Be accountable for the preparation, presentation and backfilling of graves in line with policy and procedures by using appropriate plant and equipment.
- Take pride in all you do to present all cemeteries grounds to a high standard including grass cutting, hedge cutting, weed killing, planting, bin emptying, litter/leaf collection, floral tribute management and site security.
- Be empowered to carry out maintenance to achieve expected presentation in all cemetery grounds including lift and level procedures to maintain a level ground.
- Be accountable for compliance with all relevant legislation and with local rules and regulations.
- Assist the Cemetery Foreman in planning new memorialisation, locating graves by using plans and electronic information and to manage floral tributes.
- Carry out burials, burial/scattering of cremated remains and exhumations with dignity and sensitivity to families dealing with bereavement.
- Be courageous in the enforcement of memorial rules and regulations and be open to new ways of working.
- Remove/re-fix grave kerbstones, headstones and concrete foundations as required and in line with approved procedures.
- Be accountable to undertake site inspection including headstones management, record results and report defects or any health & safety issues.
- Be available to cover for other colleagues in the service including crematorium and office duties.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules.

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## **In this job you will need:**

You must be able to demonstrate the following essential requirements:

- Hold current certificates for ICCM COTS.
- Have current operation of 360° mechanical digging machine certificate or be willing to undertake this once in post.
- Hold a Full Driving Licence including category “B” towing of trailers.
- Have demonstrable experience working within a cemetery or grounds maintenance service.

- Ability to work unsupervised and on own initiative and as part of a team.
- Ability to operate a range of machinery associated with the job.  
Ability to deal sympathetically with cemetery visitors and the families of the bereaved.

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## Our Culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **TeamWigan** behaviours.

<b>Be Positive</b>	“ Take pride in all that you do and support and develop yourself and others. ”
<b>Be Accountable</b>	“ Be responsible for making things better, enabling change and supporting improvement. ”
<b>Be Courageous</b>	“ Be open to doing things differently and working collaboratively with others. ”
<b>Be Kind</b>	“ Be helpful, generous and thoughtful towards yourself and others. ”



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## Your job

**Job Title: Assistant Cemetery Operative**

**Service: Bereavement Services**

**Grade: 3 £24,796 - £25,583**

**Reporting to: Bereavement Services Foreman**

As an Assistant Cemetery Operative, you will provide a full and comprehensive cemetery and crematorium support to the bereavement services team. This will involve on-the-job training, working with experienced cemetery, crematorium and Streetscene colleagues and using a range of equipment and machinery to safely and competently present burial and cremation options and deliver quality maintenance across the council's 9 cemeteries and Wigan crematorium. You will learn of the sensitive nature and dignified approach to service delivery within a bereavement services setting.

You will also be required to complete onsite training to attain a relevant qualification and will gain a range of experience whilst learning from professionals within the organisation.

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Directorate.

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## In this job you will:

On an ongoing basis you will:

- Maintain good standards of Health and Safety for yourself, colleagues and members of the public.
- Prepare, maintain and present bereavement sites to expected standards and function.
- Prepare, maintain and utilise equipment and machinery to achieve burials, cremations and memorial sales.
- Liaise with bereavement administration colleagues to facilitate burials, cremations and memorial sales.
- Liaise with Funeral Directors, Memorial masons, clergy and the public to support bereavement services.
- Develop an understanding of dignity and respect to support the day-to-day work with the bereavement services.
- Develop local knowledge of cemetery sites and layout to support grave location identification.
- Provide an 'eyes and ears' service across the borough by reporting any problems you observe, such as blocked gullies, fly tipping, anti-social behaviour through the relevant reporting procedure.

Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

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## In this job you will need:

You must be able to demonstrate the following essential requirements:

- The ability to work accurately and follow instructions.
- To be enthusiastic and committed to providing excellent service.
- The ability to use own initiative and work flexibly as part of a team.
- To be keen to develop a wide range of skills required to work within a busy service.
- The ability to complete the relevant in-house training which will lead to a qualification for example COTS (Cemetery Operative Training Scheme) as an Assistant Cemetery Operative.

You will have the opportunity to develop:

- The ability to develop personal performance and maintain working relationships.
- The ability to monitor and maintain health and safety.
- The ability to use and maintain equipment and machines to deliver bereavement services across cemeteries and the crematorium.
- The ability to present burial, cremation and memorial options for customers faced with bereavement.

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