**APPLICATION PROCESS**

* The Edgwarebury Cemetery in Edgware, north-west London, is jointly owned and managed by four Jewish communities – the S&P Sephardi Community (Orthodox), Liberal Judaism, West London Synagogue (Reform) and Belsize Square Synagogue (Independent).
* The Cemetery is jointly managed by the Edgwarebury Joint Burial Board (EJBB), which is comprised of representatives of these four communities. The Board meets quarterly. The Operations Committee takes a closer day-to-day interest in the running of the Cemetery and it meets every two months at Edgwarebury.

The closing date for applications is Monday **10th April 2017.**

Applications must include:

1. A covering letter explaining how you meet the requirements of the Person Specification, why you would like to perform the role, and why you would excel in it.
2. Your CV.
3. A completed Personal Details and References Form.

Applications should be submitted by email to Lester Harris, Cemetery Director, at director@ejbb-jbc.org.uk or by post to Edgwarebury Cemetery, Edgwarebury Lane, Edgware, Middlesex HA8 8QP. Please mark the envelope “Private and Confidential.”

Shortlisted candidates will be notified by 27th April and invited for a first interview that will take place w/b 8th May in London.

If necessary, second interviews will take place later in May.

Applications will be treated in strict confidence and references will be taken up only for the applicant who is offered the post.

The position of Operations Manager is also subject to a satisfactory medical examination at EJBB expense.

Applications will be acknowledged by email to the email address provided in the Application Form.

**SUMMARY OF TERMS AND CONDITIONS**

1. Work Time: 41.2 hours per week, equivalent to 5.615 days a week.
2. Package: £34,000 - £37,000 p.a.
3. Holidays: 23 days, plus Christmas Day, plus days designated by EJBB as specific Jewish religious holidays.
4. Full terms and conditions will be set out in the offer letter.

**Edgwarebury Joint Burial Board**

**Job Description**

**Operations Manager**

 **Purpose of Job:**

* To lead and manage the cemetery grounds staff team.
* To plan and supervise all cemetery maintenance, operations and activities.
* To deputise for the Cemetery Director.
* To deliver the highest levels of service quality in a customer-focused environment.

**Organisation**

Edgwarebury Cemetery opened in 1972. The Cemetery is managed by the Edgwarebury Joint Burial Board (EJBB) on behalf of the S&P Sephardi Community, the West London Synagogue, Liberal Judaism and Belsize Square Synagogue. The EJBB comprises of members from all four communities and is responsible for the overall running and maintenance of the cemetery grounds.

**Role Specific Responsibilities**

* Ensure that all work is performed in a safe and timely manner and in compliance with all relevant regulations.
* Plan and organise the rota for daily cemetery operations and activities.
* Supervise and direct grounds maintenance staff to include, for example, grave digging & shoring, landscaping, basic horticulture, grass cutting, raking, cleaning, planting, pruning, weeding, spraying, hedge trimming, memorial stone renovations and maintenance, litter removal, and other tasks as needed.
* Maintain power equipment, hand tools and other cemetery equipment including mowers, grass strimmers, the dumper truck, two diggers, tractor, tipper truck, electric bus and others as needed. Arrange the seasonal servicing of such equipment.
* Be responsible for COSHH regulations regarding the safe storage and use of fuel, weed killer and chemical cleaning fluid, and for the usage and mixing of these as appropriate.
* Conduct weekly inspection of the cemetery grounds.
* Conduct one-to-one supervision every two months with each team member and carry out annual appraisals.
* Provide regular reports (mainly oral) and feedback to the Cemetery Director.
* Undertake training determined appropriate by the Cemetery Director and EJBB Board, and identify training needs of the grounds staff team.
* Lead up funerals in the Cemetery Director’s absence and when requested.
* Liaise closely with the Cemetery Administrator to ensure that data and record keeping is up-to-date, including cemetery mapping.
* Be responsible for allocating plots for both reserve and rotation funerals by following the agreed procedure.
* Maintain all funeral and funeral preparation stock control.
* Carry out cemetery opening and closing procedures as required, ensuring that all buildings are locked and secured at close of business and that all visitors have left the cemetery.

**Flexibility**

* Carry out duties outdoors exposed to all weather conditions, including extremes of temperature, wind, rain and snow etc. in accordance with EJBB guidelines and policies.
* Attend daytime Operations Committee meetings.

**Communication**

* The post holder is required to communicate effectively with staff, funeral directors, contractors, stone masons and site visitors. He/she is required to accurately receive, act upon and report information.
* The post holder must also communicate effectively with colleagues and members of the public, including the bereaved, in an honest and sensitive manner.

**Equal Opportunities**

* The EJBB is committed to ensuring equality of opportunity and to the principle that employees should be entitled to work free from intimidation or harassment.

**Key Relationships**

* Chair, Operations Committee
* Chair, EJBB
* Cemetery Director
* Work colleagues
* Funeral Directors
* Stone Masons
* Third party contractors
* Service users

**Additional Information**

* The post holder must adhere to the cemetery’s dress code. PPE is provided.

* To be flexible to the needs of the service as and when required.
* Be aware of the Fire Procedure and the post holder’s position as a Fire Warden.
* To comply with responsibilities under the Health and Safety at Work Act.
* Work hours will be required to be varied to attend to scheduled and unscheduled work demands such as late running funeral services for which overtime payment and/or lieu time may be given.
* This job description is subject to alteration in response to changes in legislation or to updates in EJBB’s operational procedures.

(March 2017)

**Operations Manager**

**Person Specification**

**A. Experience**

**Essential**

1. Staff management, leadership and supervision.

1. Proven experience of managing and delivering day-to-day cemetery operations.
2. Maintaining effective relationships

**Desirable**

1. Working in the not-for-profit sector

**B. Skills and Abilities**

**Essential**

1. Must have a positive attitude and customer-focused approach to work.
2. Ability to work under pressure and within restricted timescales.
3. Good verbal and written communication skills.
4. Ability to undertake physical manual tasks e.g. grave-digging, grounds maintenance.
5. Able to work outside in all weathers.
6. Work with high degree of accuracy, precision and care.
7. Ability to communicate with and direct contractors as required.
8. Ability to organise and delegate work on a daily basis.
9. Effective decision making and problem solving.
10. Ability to deal with bereaved families in a calm, polite and empathetic manner.

**Desirable**

1. Training and developing grounds staff team.
2. Conflict resolution.
3. Proficient in memorial renovations and maintenance.
4. Computer efficient in Microsoft Outlook, Word & Excel

**C. Knowledge**

**Essential**

1. Possess knowledge of vehicles, plant and machinery for use in a cemetery environment.
2. Possess experience of horticulture.
3. Have a good understanding of health and safety requirements including COSHH and general risk management.
4. Good knowledge of the burial process.

**Desirable**

1. Knowledge of specific customs and practices relating to a Jewish cemetery.

(March 2017)