



**Farnham Town Council
Appointment of Cemeteries and Allotments Officer**

**Farnham Grade 13- 17
up to £24,948**

Are you seeking a new challenge where you can be part of a team helping to shape one of the country's best places to live?

One of the largest town councils in the South of England, Farnham Town Council is seeking a good administrator who will support the Council's Cemeteries and Allotments sensitively.

You will need to work effectively in a small team and take responsibility for your own workload and competing priorities and a willingness to support a wide range of activities. You must be highly motivated, able to work under pressure and with a good attention to detail. Good interpersonal skills with a tactful and sensitive disposition is required and you will have proven administration skills.

In 2023 Farnham Town Council won Gold in South and South East in Bloom for three of its Cemeteries along with two cemeteries attaining Green Flags status this year. If you think you can contribute towards the success of a winning team, please see the job description for more information and details about how to apply.

The closing date for receipt of applications will be 12 noon on Friday 17 November with interviews to be held on Tuesday 28 November.



FARNHAM TOWN COUNCIL
Appointment of Cemeteries and Allotments Officer

JOB SPECIFICATION

- Post:** Cemeteries and Allotments Officer
- Responsible to:** Business and Facilities Manager
- Conditions:** National Joint Council for Local Government Services
- Grade:** NJC Range - Column Points
- Pension:** Local Government Pension Scheme (managed by Surrey County Council Scheme)
- Car Allowance:** Cycle to work scheme
- Working Hours:** Contracted hours of 37 per week
Core hours 9.00 am - 5.00 pm Monday - Thursday
9.00 am - 4.30 pm Friday
Saturday and Sunday and working outside of core hours as and when required for civic events (additional payment).
Attendance at evening meetings may be required on occasional evenings throughout the Municipal year as part of the role
- Holidays:** Public Holidays plus 2 extra statutory days
Annual Leave entitlement of 23 days with 2 additional days after not less than 5 years continuous service under one or more local authority at the date of appointment.
- Period of Notice:** Two calendar months by either the employer or the employee
- Probation Period:** Six months from date of appointment.



Council Cemeteries and Allotments Officer

Roles and Responsibilities:

This is a key administrative role; assisting in ensuring that the Town Council Cemeteries and Allotments administration works effectively working with the Outside Workforce Supervisor and Business and Facilities Manager.

Administrative responsibilities

You will support the Council's Cemetery service effectively ensuring all checks and bookings are made in a timely manner, liaise with Funeral Directors, families and other partners to provide a first class service, and to ensure all administration is up to date at all times.

You will provide effective allotment administration to manage vacant plots, and waiting lists and support the Outside Workforce in identifying areas and issues when notified.

The postholder will provide occasional cover for the Reception/Customer Services function.

Your approach and experience

You will need to be a well-motivated self-starter with lots of energy and the confidence to take things forward on your own within defined parameters. A flexible and positive approach to work, with a 'can do' attitude is essential in this busy working environment.

Occasionally you will need to work evenings and weekends as the role dictates. You will need to be computer literate, adept with Microsoft Office packages and have excellent word processing and spreadsheet skills. Confidence with social media and websites will be an advantage.



Duties (This list is not exhaustive)

Cemetery Administration

Duties include:

- Under the general supervision of the Business and Facilities Manager; to be responsible for the coordination, bookings and administration of Farnham Town Council's Cemetery service.
- Process memorial applications, burial applications or Exclusive Rights of Burial applications as required.
- Coordinate bookings for burials with funeral directors and manage the burial service.
- General Sexton duties to include funeral attendance and meeting with families to choose graves.
- Input data from Health & Safety Inspections onto Epitaph Management System
- Liaise with stonemasons and undertakers in relation to any remedial works that may be necessary and in connection with memorials
- Contact owners of Exclusive Rights of Burials and relatives in relation to any memorial or burial plot issues
- Identify plots and maintain and update cemetery records
- Prepare correspondence relating to the Cemeteries Health & Safety Inspections
- Research, review or update burial records as required and enter onto the Council's Cemeteries Software system
- Ensure any invoices are raised in a timely manner and follow up chasing of outstanding invoices for cemeteries is undertaken
- Respond to genealogical enquiries as required
- Prepare and write reports and letters as and when required
- Support the Friends of Farnham Cemeteries Project as required

Allotment Administration

Duties include:

- Under the general supervision of the Business and Facilities Manager; to be responsible for the coordination, and administration of the allotment sites
- Liaison with allotment holders, allotment representatives and contractors
- Using the council's allotment management software, manage waiting lists, lettings, invoicing and tenancy terminations
- To work as part of Farnham Town Council team, receiving enquiries by correspondence, face to face and telephone, taking appropriate action to provide an efficient and effective



service for the customer, seeking to maximum resolution of enquiries at first point of contact.

- Promote the use of the allotment sites.
- Develop sustainability initiatives for allotment sites.

Other Duties

- Deal with enquiries from members of the public.
- Cover for other members of the team during sickness and holiday absence
- Attend Civic functions as and when required.
- Any other duties which may, from time to time, be considered necessary to facilitate the efficient functioning of the Council's operations in line with the competency profile for this post



**Cemeteries and Allotments Officer:
Person Specification**

COMPETENCIES	ESSENTIAL	DESIRABLE
<p>Communication Good written and verbal communication skills.</p> <p>Enthusiastic and able to convey the right message to the right audience.</p>	<p>Level 2 of Competency Framework.</p> <p>Workplace experience of effective communication.</p> <p>Workplace evidence of applying attention to detail in managing projects.</p>	<p>Experience in taking notes at formal meetings.</p> <p>Experience with social media sites and website administration systems.</p>
<p>Customer Service Clear focus on delivering excellent customer service.</p> <p>A positive, can-do outlook.</p>	<p>Level 2 of Competency Framework (see attached) Tactful and sensitive disposition and to provide excellent customer service</p>	<p>Experience of working in a customer facing role.</p> <p>Cemetery management and compliance.</p>
<p>Team Working Able to understand team goals and to work together to deliver targets.</p>	<p>Positive approach to supporting colleagues Level 2 of Competency Framework. (see attached) Workplace experience.</p>	<p>Demonstrable experience of team working.</p>
<p>Managing Self and Others Ability to organize own time and paperwork/information to meet project targets.</p> <p>Proficient use of Microsoft Outlook, Word, Excel and Powerpoint.</p>	<p>Level 1 of Competency Framework. (see attached) Proven administration skills</p> <p>ICT skills with comparable packages will be acceptable.</p> <p>Clear experience of working to and meeting deadlines to deliver project outcomes.</p> <p>Able to set up and maintain IT systems.</p>	<p>Experience with customer relations databases and software. Rialtus and Epitaph</p>
<p>Can Do Approach/Results Demonstrate ability to develop and implement projects including producing</p>	<p>Level 2 of Competency Framework (see attached)</p>	<p>Good examples of success in a previous role or</p>



specifications and deliver projects to deadlines.		activity outside the workplace.
Other	Successful experience in an administrative role.	Local government experience. Full UK driving licence.



Brief Guidance Notes for Job Applicants

Please complete the different sections of the application form to the best of your ability and only append additional sheets when you have run out of space.

Information in Support of your Application

This is your opportunity to tell us why we should offer you the position.

Please give your reasons for applying for this post and explain how you meet the person specification, in particular the essential criteria, ensuring that you give evidence and examples of how your skills, knowledge and experience meet these short-listing requirements. If further space is need, please continue on a separate A4 sheet.

References

A minimum of two references is required and we would prefer them to be your two most recent employers including your current employer, if you are in employment. References will not be taken up without your prior agreement.

Please return this application form to:
Iain McCready
Business and Facilities Manager
Farnham Town Council
South Street
Farnham
Surrey GU9 7RN

01252 712667

Email: iain.mccready@farnham.gov.uk