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**United Synagogue Job Description**

**Job Title:** Assistant Superintendent

**Department:** Burial

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

**Salary:** £30,000

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

**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: Chevra Kadisha staff and Drivers

**1.0 Main Purpose**

1.1 To assist the Superintendent of Bushey Cemetery and fulfill this role and that of Waltham Abbey Superintendent on days when they are not available, 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
* External funeral directors where necessary
* 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 Operations Manager, Superintendent and Burial Office
* Where necessary, managing and delegating the workload of the teams of CK’s
  1. When required, supervise CKs, delegating where appropriate, to ensure that the following procedures are carried out in a timely and efficient manner:
     1. In respect of Funerals:
* Ensure 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
* Communicating to CKs and Grounds Staff appropriate instructions to ensure that the funeral is carried out in an efficient and dignified manner in keeping with byelaws and religious obligations
* Checking that the grave is filled promptly and left tidy
* Ensuring plaques are prepared and placed on appropriate graves
* Complete all processes required by the Burial Office, returning in a timely manner

3.2.2 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

3.2.3 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.

3.2.4 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

3.2.5 In respect of record keeping and maintenance:

* Ensure that all daily reports are completed and submitted to the Burial Office
* Ensure all other reports required are returned in a timely manner
* Ensure that all required stocks are maintained at a suitable level
* Supervise the maintenance and upkeep of the mortuary
* Supervise the upkeep of the staff working quarters

3.3 When not required to act as an Assistant Superintendent, act as a general team member as directed by the Superintendent to ensure that funerals and consecrations are conducted at the arranged time and in keeping with the byelaws and religious obligations.

These duties will include:

* Collecting the deceased person from nursing home, hospital or family members home and delivering to the cemetery for the Taharaor any other location as instructed.
* Checking that the correct person is being taken to the correct cemetery and buried in the correct grave
* Making Tahara on a deceased male and to assist the ladies to encoffin a deceased female
* Placing the coffin on the bier and moving it when instructed to the appropriate hall
* Distributing prayer books and offering help and assisting with the burial service in the absence of a Superintendent
* Conveying the coffin to the grave side and lower the coffin into the grave
* Checking that there are adequate supplies in the mortuary and notifying the Superintendent when supplies are low
* Assisting on funerals and stone settings in any other way requested by the Superintendent.

3.4 Any further duties as the Honorary Officers of the United Synagogue or line Managers may ask from time to time direct e.g.

* Helping visitors with grave locations (Grave registration system)
* Showing visitors to a particular grave
* Helping disabled people around the cemetery
* Using the buggy / minis bus to help visitors
* Driving the Ambulance
* Checking tombstones
* Photographing tombstones

3.5 To carry out all duties and responsibilities of the post at all times in compliance with all of the US’s policies, but especially Equal Opportunities and Health & Safety.

**4 Other**

* For the better performance of your duties you will be provided with a uniform, mobile telephone and reimbursement of expenses.

It is expected that the Assistant 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 in response to changes in legislation or The United Synagogue’s operational procedures. Any changes will be made in consultation with the post holder.

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 and establish and develop effective relationships
* 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 as required, with an ability to empathise with a wide variety of people, dealing with difficult personal circumstances, displaying common sense and a calm, patient, sympathetic and polite manner to all
* Ability to deal with all matters relating to burial, cemetery maintenance, tombstone consecrations
* Knowledge and skill to perform the Tahara in accordance with Halacha, either as a team member or assisting others, including women’s voluntary Chevra Kadisha members
* Ability to lift deceased persons and lower coffins in a safe manner
* IT literacy - word, excel, outlook, intranet and internet
* An ability to prioritize tasks, delegating appropriately, ensuring that funerals are not delayed
* Knowledge of the customs and traditions regarding funerals and consecrations
* Ability to read and write Hebrew
* Possess a valid and current driving license