

Role Charter

POSITION:	MANAGER ADMINISTRATION AND CEMETERIES
Reports to:	Executive Manager Infrastructure Delivery & Operations
Accountable to	Director City Services
Directorate:	City Services
Date revised:	March 2026

This role charter is a broad description of the accountability and duties of an employee of Maitland City Council. The role will evolve and changeover time, in line with the changing strategic and operational requirements and outcomes of the organisation.

Council has a set of Guiding Principles that assist staff to understand the behaviours that are expected to create an organisational culture that helps our customers and people thrive.

Our Guiding Principles are:



MAKE THINGS EASY

Do the hard work to make things intuitive for everyone.



BE WELCOMING

Care for everyone as people, not tasks or numbers.



BE OPEN MINDED

Listen to each other and work together to find solutions.



KEEP YOUR PROMISES

Follow through on your commitments to everyone.



LOOK OUT FOR ME

Thoughtfully anticipate what will make our days go smoother.

Primary Purpose

To lead and manage the operation of the Cemeteries and Administration section and to collaborate as a member of the leadership team in managing Maitland City Council, within the scope of the Delivery Program.

To ensure that the lead, joint and partnered accountabilities as outlined in Council's Delivery Program, are achieved through the active modelling of the Guiding Principles and within the Integrated Planning and Reporting and other organisational frameworks.

To develop, implement and maintain Council's strategies and policies relevant to the appropriate areas of operation as well as ensure the delivery of plans, programs, procedures and systems focussed on the attainment of the identified four-year objectives.

Work in partnership with the leadership team, providing advice on complex issues of operational

performance as well as maintain strategic oversight in identified functional areas of expertise to inform the development of strategies and objectives.

To lead and manage Council's Cemetery and Administration functions ensuring the efficient and effective delivery of its services to customers, including the respectful delivery of Council's cemetery and memorial services to the community and external stakeholders.

Leadership

Maitland City Council's managers are people of honesty and integrity, with a genuine desire to deliver outcomes for our community. Having a deep sense of purpose leaders in partnership with their team are the principal force that motivates and coordinates the section in accomplishing its operational objectives.

The manager is committed to sustaining an enduring organisation, engaging with employees, providing superior customer service and creating value for stakeholders. To fulfil this leadership role, the manager will:

- Actively model and communicate Council's Guiding Principles, using these as the basis for decision making, action and behaviour.
- Actively build support and facilitate open and genuine discussion, collaboration and partnerships across the department, capitalising on existing and emerging knowledge and experience
- Hold both self and others accountable for decisions, actions, behaviours and outcomes.
- Lead, encourage, inspire and support others to develop the confidence and capability to realise their full potential.
- Be an active and visible presence across the organisation.
- Identify, act and respond to current and future strategic planning opportunities.

Management

Maitland City Council's leaders are accountable for ensuring that all administrative activities, resources, systems and processes support staff in delivering efficient and effective service. The manager will:

Manage people

- Manage, support and coach staff in undertaking the work and projects of the department.
- Prioritise and monitor team workloads to ensure a balanced approach to service delivery and employee wellbeing.
- Contribute to a positive, enduring and proactive employment relationship.
- Implement a range of people centred plans and actions that support organisation development, engagement, leadership and change.
- Establish a safe and healthy workplace and fair and equitable work practices.

Manage operations

- Coordinate and facilitate a holistic approach to quality driven business, work planning and service delivery.
- Manage and implement actions and tasks as identified in the Operational Plan and endorsed Service Plans
- Control activities which have financial implications so that they are within organisational budgets and plans.
- Review and monitor decision making mechanisms and internal business processes to ensure staff are supported in operational service delivery.
- Administer and comply with the organisations policies and procedures.
- Administer and undertake training and development.

Manage relationships

- Act as the primary link between the Director City Services, Executive Manager Infrastructure Delivery and Operations and the staff of the department.
- Act as the section spokesperson to the Executive Leadership Team, community and the media as provided for within the delegations of authority for the position.
- Provide timely and appropriate information to the Executive Leadership Team in accordance with council policies and statutory requirements.
- Establish and maintain productive relationships with identified stakeholders or groups.
- Manage cross organisational relationships and actively support the development and execution of cross organisational projects.

Manage performance

- Develop service plans for the department for integration with Council's long term corporate and community strategic plans.
- Monitor, manage and report on the department's performance against the Delivery Program, Operational Plan and business plans.
- Ensure contemporary management and professional standards are applied with particular reference to workplace reform, competitive service provision and continuous improvement.
- Manage employee development and performance within Council's workforce development framework.

Core Accountabilities

In addition to fulfilling the core leadership and management accountabilities described above, the manager is also accountable to:

1. Coordinate and lead the delivery of administrative services across the department ensuring compliance and consistency aligned with Councils operational delivery plan and endorsed Service

Plans, including the preparation of comprehensive reports for ELT, Council and Committees meetings as required.

2. Lead and manage the delivery of Council's cemetery functions ensuring compliance with legislative and regulatory instruments including the Cemeteries and Crematoria Act 2013, Public Health Regulation 2012, Local Government Act 1993 and any other regulatory requirements and Council protocols and procedures.
3. Collaborate with and manage relationships with key internal stakeholders, including but not limited to the department leadership team, and external stakeholders, including community members, funeral directors and government agencies, for the effective management and delivery of cemetery services and operational processes to meet agreed service level standards.
4. Oversee the allocation of interment plots and manage Council's cemetery record management system ensuring records, procedures and correspondence are documented and maintained in accordance with legislative requirements and Council protocols.
5. Manage plant hire contract administration processes and facilitate an effective plant hire coordination function.
6. Design, deliver and manage an effective compliance program, including documentation, monitoring and reporting requirements, across the broad range of legislative and regulatory requirements for operations across the department.
7. Promote a continuous improvement culture, particularly through identifying and leading improvement projects in the operations of the Administration and Cemetery functions.
8. Lead and manage the Administration and Cemetery team to work in partnership with internal and external stakeholders to deliver timely, consistent and professional services.

Undertaking any other duties, projects or tasks as directed by the Supervisor which are within the employee's skills, competence and training.

The incumbent is to behave in alignment with Council's Guiding Principles, comply with the organisations policies and procedures and undertake training and development.

Essential Criteria

1. Degree qualification in Business or Diploma in Business/Business Administration or related discipline and/or equivalent industry experience coupled with relevant education/training.
2. Contemporary industry knowledge and demonstrated experience delivering specialised services within a regulated environment such as property, cemetery, parks and gardens or project management.
3. Proven experience interpreting, analysing and applying legislation and regulations while ensuring compliance across the relevant service area.

4. Extensive experience providing exceptional administrative and customer service to internal and external stakeholders coupled with the ability to build and maintain effective working relationships, improve systems and processes.
5. Experience in risk management and Work Health and Safety (WHS) compliance with an understanding of safe work practices.
6. Highly developed interpersonal skills including excellent communication, negotiation, problem solving and conflict resolution skills with proven experience to effectively influence outcomes and manage private and sensitive information.
7. Demonstrated experience and ability to supervise, coach and support staff in their day-to-day activities.

Desirable Criteria

1. Demonstrated experience delivering cemetery services within local government and/or private industry including knowledge of relevant regulations and legislation such as the Cemeteries and Crematoria Act 2013, Public Health Regulation 2012 and Local Government Act 1993.
2. Knowledge of environmental, heritage and WHS regulations and compliance relevant to cemetery operations particularly the Environmental Planning and Assessment Act 1979 and Heritage Act 1977, including requirements for cemetery expansion, green burials or heritage-listed sites.
3. Experience working within a local government administrative environment.

Date:

Agreed:

Employee Name

Employee signature