

# Role Profile - Masonry Production Team Leader

**Role Levelling** N/a

**Purpose** **Key Relationships**

To provide an industry leading masonry fixing service which conforms with all aspects of health & safety and local authority regulations.  
 To provide an industry leading service to clients and funeral homes while offering advice and information on all aspects of a masonry fixing while offering maximum value & choice, being active in the local community and maximizing the use of all available channels.  
 To lead and develop the Masonry team

- Internal and External Stakeholders
- 3rd party suppliers; independent funeral directors, Co-operatives and other masons.
- Regulatory Bodies (NAMM, Local Authorities, etc.)

**Key Accountabilities** **Measures of Success** **Experience/ Qualifications Required**

- Responsible for all memorials removed & fixed in cemeteries and churchyards in line with the Code of Practice set out by National Association of Memorial Masons.
- Responsible for the preparation of all memorials inline with client instructions and fixing schedule. Take photographs of existing and or new memorials as requested.
- Liaise with Administration Team Leader for capacity levels and any special customer requirements.
- Load vehicles with memorials in accordance with "Fix list".
- Communicate daily requirements and performance targets with regards to production planning.
- Lead daily team huddles.
- Ensure stock takes are completed accurately and within required timescale.
- Ensure daily & weekly vehicle checks are completed documenting any maintenance concerns and all vehicle carries specified equipment before beginning each journey.
- Ensure the vehicles are well maintained and driven to society standards.
- Ensure all SOP (Standard Operating Procedures), Health Safety, Environmental data is adhered to inline with legislation and internal audits.
- Comply with all statutory society Health, Safety and Fire regulations and take action to avoid risk.
- To provide leadership, coaching and change management support to deliver an industry leading masonry production and deliver profitable market growth.
- Develop a continuous improvement culture in order to sustain Lean way of thinking.
- Multiskilled to be able to fill in for any absent colleagues.
- Willingness to train on all processes within our masonry production & undertake any external training if required.
- Attend and deliver any meetings as requested including; Team and Members Meetings.
- Promote an open and effective working relationship with all colleagues and 3rd parties.
- Act as a co-operative and supportive team member within our Masonry team.
- Assist in promoting Masonry within the local community, building up good working relationships with third parties.
- Ensure machinery and premises is always kept clean and tidy.
- Any other duties that may be required in supporting with the operation of Masonry.

- Internal and external clients are fully satisfied with masonry products and service.
- Memorials are fixed in accordance with clients wishes
- Duties are carried out in a compassionate manner in keeping with the nature of the Funeral profession.
- Achievement of KPI's – (as per score card and P&L).
- Develops knowledge and attends available training.
- Lack of customer complaints.

- NAMM qualification
- To train and successfully complete NAMM qualification if not already qualified
- Full driving licence.
- Excellent communication skills



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