

Trust secretary position description

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| Cemetery trust |  |
| Date issued |  |

## Overview

Class B cemetery trust secretaries attend to routine business matters on behalf of the trust and perform powers and duties delegated by the trust.

This includes the day-to-day administration of the cemetery, communication with cemetery stakeholders, general statutory obligations, financial management, assisting with funeral arrangements, memorial approvals and complaints management.

## Duties and responsibilities

### Administration of the trust

* Facilitating induction of new trust members.
* Preparation of the trust agenda.
* Preparation of draft meeting minutes for the trust chairperson and recording and circulation of minutes, including follow up on issues and actions raised by the trust.
* Ensuring effective information flows within the trust.
* Undertaking tasks and decisions set by the chairperson via the trust, for example, assisting in implementing corporate strategies and giving practical effect to the trust’s decisions.
* Preparation and presentation of the trust budget and financial information for consideration.

### General statutory obligations

* Submitting cemetery financial records for annual audit (where required).
* Preparing the Abstract of Accounts for trust approval.
* Preparing and updating the trust fee schedule.
* Circulating advice from the department to trust members.
* Maintaining and updating cemetery records.

### Financial management

* Preparing invoices for the sale of cemetery products and services.
* Preparing receipts and recording funds received from the sale of cemetery products and services.
* Daily deposit of trust income into the bank.
* Preparing and presenting trust bank statements, cheques, invoices, sales and payment data for reconciliation by nominated trust members.
* Preparing lists of invoices requiring payment approval by trust.
* Preparing lists of invoices with amounts owed to the trust.
* Maintaining appropriate records for audit purposes.
* Ensuring that the trust purchasing and expenditure policy is followed.
* Ensuring that a trust financial control policy is established and followed.

### Funeral and interment arrangements

* Sale of pre-need rights of interment to the public:
  + Ensuring all relevant paperwork is provided and cemetery interment records, financial records, maps and registers are updated.
* Sale of at-need rights of interment, interment services and memorials:
  + Ensuring all relevant paperwork is provided and cemetery interment and financial records, cemetery maps and registers are updated.
  + Ensuring that someone is on call seven days per week to accept funeral arrangements. Hours may vary as arranged by the trust and local funeral directors.
  + Reviewing all paperwork relating to interments to ensure it meets the requirements of the *Cemeteries and Crematoria Act 2003* and the Cemeteries and Crematoria Regulations 2025.
  + Making all necessary arrangements with contractor/gravedigger for the provision of grave digging services and ensuring interment services are provided to a satisfactory standard.
  + Where necessary and required by the trust, attending funeral/interment services as the delegate of the trust to provide access to the cemetery, receive and check documentation and to oversee the conduct of the service.

### Memorial approvals

* Reviewing applications to establish/alter a memorial prior to consideration by the trust:
  + Checking that the holder of the right of interment has provided their permission to establish/alter the memorial.
  + Ensuring that the correct information and signatures are included in the application to establish/alter the memorial.
  + Taking payment and providing receipts for funds received.
  + Seeking trust approval (where required) to establish/alter the memorial.
  + Making arrangements regarding the mounting or installation of plaques.
  + Giving direction to contractors/stonemasons to ensure memorials are installed in the correct location in the cemetery.

### Investigations and complaints management

* Providing advice to the trust chairperson about any complaints raised by the local community relating to the operations or management of the cemetery.
* Ensuring complaints are brought to the trust’s attention for consideration and response.
* Ensuring written complaints are responded to in writing with details of the trust’s consideration of the complaint and the trust’s response. The trust’s response should clearly set out the trust decision in relation to the complainant’s concerns. It should detail what action (if any) the trust will undertake to rectify the complainant’s concerns. If no action is to be taken the trust should identify the reasons why.
* Seeking legal and insurance advice at the direction of the trust.
* Seeking advice from the department on behalf of the trust.

## Relevant skills and experience

* Local community member
* Sector knowledge
* Governance experience
* Financial management skills
* Clerical / administration skills
* Business management skills
* Stakeholder engagement skills
* Information technology skills

## Conflicts of interest

A conflict of interest is a conflict between a person’s duty as a trust member/employee and their private interests. This conflict exists if a person’s private interests influence, or are seen to influence, their decisions or actions as a trust member/employee.

Trust secretaries are required to disclose any interests that could conflict with the proper performance of their duties.

## Contact

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| Cemetery trust phone number |  |
| Cemetery trust email address |  |
| Cemetery trust postal address |  |