



GENERAL MANAGER

JOB & PERSON SPECIFICATION

FEBRUARY 2026

PAYNEHAM & DUDLEY PARK CEMETERIES TRUST INCORPORATED



GENERAL MANAGER - JOB DESCRIPTION

1. Job Title

General Manager

2. Position / Business Unit

This position is the most senior employee in the organisation, the Responsible Officer, and is located in the administration head office at the Dudley Park cemetery.

3. Reports To

The Board of Trustees through the Chairman of the Board of the Payneham and Dudley Park Cemeteries Trust Inc. ("the Trust")

4. Location

The Trust runs two cemeteries – one is located at 45 Marian Rd, Payneham SA 5070 and the other is located at Exeter Terrace, Dudley Park SA 5008. Travel between the two sites is a frequent requirement.

5. Job Purpose / Summary

The two cemeteries controlled by the Payneham & Dudley Park Cemeteries Trust Inc. have been in existence since 1864. The Trust is a not-for-profit incorporated association (under the South Australian Associations Incorporation Act 1985) and is registered with The Australian Charities and Not-for-profits Commission (ACNC).

The role of the General Manager includes, but is not limited, to infrastructure and cemetery grounds maintenance, provision of burial and cremation options, memorialisation, Workplace Health and Safety and staff management and wellbeing. The role provides the interface between the Board and the paid employees.

6. Key Responsibilities / Duties

- Provide overall management of the Trust and its assets.
 - o Ensure Cemetery records are kept and documented in accordance with State and Federal Legislation.
 - o Ensure that proper business records are kept in accordance with legal requirements and common business practice.
 - o Ensure that accounting practices are maintained to proper business standards and to the approval of the Trust's Auditors.
 - o Ensure that accurate records of meetings of the Board and Sub-Committees are kept and documented.

- o Ensure all monies owing to the Trust are received and that all debts of the Trust are paid within prescribed terms.
- Act as Public Officer and Secretary of the Trust.
- Possess an understanding of, and administer and ensure compliance with all Commonwealth, State and Local Government legislation, including ACNC requirements (in accordance with the Trust's tax-exempt status) relevant to the operation and management of the cemeteries.
- Ensure compliance with the Trust's Constitution, regulations policies established under the authority of the Board.
- Have a detailed understanding of financial records and reporting and in cooperation with the Finance Officer analyse, co-ordinate and prepare the monthly and annual Board reports, financial statements, budget estimates, and the cemetery fee structure.
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- o Ensure that proper business records are kept in accordance with legal requirements and common business practice.
- o Ensure that accounting practices are maintained to proper business standards and to the approval of the Trust's Auditors.
- Be an ex-officio member of, and contribute to, all Trust Sub-Committees as required; including the Finance Sub-Committee which comprises the Treasurer and other Board members supported by investment advisers as required regarding the management of Trust property and security investments.
- Contribute to the Trust's strategic plan development and its implementation.
- Plan and oversee major projects and confer with suppliers, contractors, and all other service providers.
- o Market the Trust's products and services.
- o Modify and maintain Monumental Masons Regulations and work with the Masons to create new and innovative products.
- o Ensuring that horticultural and other areas are maintained to a visually and aesthetically high level.
- o Ensure the Board is updated on burial trends and cemetery design leading to recommendations for developments that reflect these trends
- Participate in Trust Board meetings and report on cemetery operations.
- Attend conferences and meetings and network with others in the industry both intrastate and nationally to maintain an understanding of trends and issues impacting the industry.

- Oversee staff levels and remuneration and manage recruitment and selection of staff. Monitor and report on staff performance and arrange training programmes for all staff to meet regulatory requirements.
- Ensure all policies and procedures remain updated and ensure compliance.
- Other duties determined in consultation with and approved by the Board.

7. Competencies / Soft Skills

- Possess outstanding communication skills both verbal and written.
- Have an appreciation and respect for a diverse cultural environment and deal sensitively with grieving members of the public and key clients such as the funeral industry members.
- Demonstrated leadership skills with knowledge of strategic planning processes.
- Possess a wide range of administrative and technical skills (an engineering background would be an attribute) to permit some civil design activities to be performed together with formal project management expertise.
- Have team-work experience and skills and be able to control and mentor a small workforce.
- Possess a current driver's licence.
- Hold a current first aid certificate or willingness to obtain certification.

8. Working Conditions

- Work environment is largely office-based activities (the primary role) but field work will be required from time to time to direct and support the grounds staff on specialised tasks or to address any issues as and when they arise.
- Intra and interstate travel will be required from time to time. All trips must be approved by the Chairperson or Executive Committee, and travel costs shall be in accordance with Trust policy.
- Working Hours are nominally 0830hrs to 1630hrs Monday through Friday. No overtime is paid for the GM as they are the Responsible Officer and are expected to work as required. Leave is 10 days per annum for personal leave and 20 days per annum for annual leave.

9. KPIs or Measures of Success

General Manager shall work with the Board at the commencement of each Financial Year and establish a set of mutually agreed Key Performance Indicators (KPIs). A mid-year review meeting with the Executive of the Board will be held to determine progress against the KPIs and a final annual review meeting shall be held at the conclusion of each financial year.

See "Person Specification" below:

PERSON SPECIFICATION

This document describes the qualifications and attributes required of the ideal candidate.

1. Job Title and Department

- General Manager
- Administration

2. Qualifications

Essential:

- A minimum of 3 – 4 years post-secondary education (Certificate IV trade level)

Desirable:

- Professional level (Degree level) qualifications in Business Management, Engineering (preferred civil engineering or mechanical engineering) or Human Resource management.
- Relevant industry certifications or licences.
- Professional membership of relevant industry associations such Australian Institute of Management (AIM), Engineers Australia (I.E.(Aust), Australasian Cemeteries & Crematoria Association (ACCA).

3. Experience

Essential:

- 5 - 7 years in the service industry
- Direct management of a team of 10 – 15 or more staff.

Desirable:

- 2 – 3 Years in a cemetery management role
- Grief counselling skills and experience
- CAD design capabilities
- Formal project management experience

4. Knowledge

Essential:

- Subject matter knowledge of relevant laws, practices and procedures.
- Financial / accounting knowledge and an ability to analyse organisational performance from financial reports.
- Competent in the use of common IT system tools such as Windows operating system, Microsoft Office software, including MS Word, Excel, PowerPoint (and less importantly Access)

Desirable:

- HR / personnel and staff management knowledge and a familiarity with conflict resolution techniques and the Australian Fair Work Act 2009.
- A knowledge of the South Australian funeral and cemetery industry.

5. Skills and Abilities

Essential:

- Demonstrated interpersonal and communication skills
- Customer Service skills
- An appreciation of, and respect for, diverse cultures and the environment.
- Facilities and Grounds management knowledge, experience and demonstrated skills
- Demonstrated teamwork and leadership abilities.
- A demonstrated commitment to quality and an attention to detail.

6. Personal Qualities / Competencies Required

- Reliability
- Initiative
- Problem-solving
- Adaptability
- Professionalism
- Customer focus

7. Assessment Methods

Each criterion will be assessed through:

- Written application form
- Personal interview
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HOW TO APPLY

Applications including a cover letter and CV should be addressed to Andrew Reed and Justin Hinora.
Please visit henderconsulting.com.au to apply.

For a confidential discussion, please call (08) 8100 8849.

Please Note

Your application will be automatically acknowledged by a return email.