Bereavement Manager (Operations)

PROFESSIONAL / TECHNICAL JOB FAMILY: PTC

This generic role profile is the contractual element to which your post has been assigned and sets out the indicative range of responsibilities that may be expected of you at this job family level.

To provide advanced specialist, technical and professional knowledge and expertise in relation to the delivery and continuous development of a high-quality service, the review & development of policy including the interpretation of changing external requirements and taking account of service and community demands and the political priorities of the council.

INDICATIVE WORK ACTIVITIES

1. To provide advanced specialist advice, support and expertise both internally and externally, using good judgement, analytical/creative skills to resolve complex issues and problems in the interests of the council, its employees and service users and with limited access to senior officers.
2. Provide relevant professional and technical direction, advice, support and training to colleagues in order to support their development and guide the decisions they make.
3. Lead on and deliver the review and updating of relevant (cross council) service specific policies and procedures.
4. Represent and protect the reputation of the council both internally and externally and advise on (and where relevant lead) the formulation of associated strategy and framework.
5. To advise, guide and where appropriate negotiate on relevant strategic or policy issues within the postholder's relevant professional discipline.
6. Fulfil the work schedule and key performance targets set out for your role and team including the management and delivery of a related caseload of work.
7. Where appropriate to the team, lead a team of people to deliver a significant project (or significant part of a service) including, where necessary, the management and procurement of physical and financial resources and plan the capacity, ability and work schedules accordingly.
8. Lead on or make a significant contribution to specific project work including the associated fundraising, income generation, budget oversight, procurement and purchasing.
9. Research, report and analyse performance management information to help inform the development/performance improvement of the relevant service or project.
10. Take an entrepreneurial approach to your thinking, enabling you and your team to recognise opportunities for doing things more efficiently and then play a lead role in the embedding of process and performance improvement.

11. Demonstrate a strong customer focus as part of the development of both internal and external partnerships relevant to your work, building strong links with other similar professionals to ensure a corporate approach is achieved and continue this standard throughout any subsequent management of contracts)
12. Retain relevant professional membership or licence, work to its codes and participate in learning that will help your performance and the wider team meet the standards expected.

TASK SPECIFICS

The 'task specifics' is the non contractual element that your post has been assigned to and is a more detailed description of day to day activity which will be reviewed in line with PDR objectives and can change when priorities change.

JE Reference	CS4.2

Purpose

The purpose of the Bereavement Manager is to provide compassionate, strategic, and operationally rigorous leadership for the Council's Bereavement Services.

The postholder will be responsible for the day-to-day management and long-term development of the council's crematorium, cemeteries, and chapel.

They will ensure all services are delivered with the highest levels of dignity, respect, and strict compliance with statutory legislation and industry codes of practice. Providing technical and expert knowledge, including a focus on cremations and grounds maintenance, burials and planning they will act as lead mentor for all staff within Bereavement Services. The Bereavement Manager will deputise for the Bereavement and Greenspaces Manager whenever required.

Service to Customers

- Act as the Council's expert on statutory burial and cremation regulations. Ensure full adherence to the relevant legislation and industry best practice. Safeguard the accuracy of all legal requirements, registers, cremation books, and deeds of exclusive rights of burial.
- Monitor the operation of cremators and abatement/filtration equipment to ensure absolute compliance with Environmental Health requirements and UK environmental permits.
- Be responsible in the implementation of robust health and safety practices, completion of associated paperwork, review and implementation of risk assessments and safe working procedures with particular focus on memorial safety testing, grounds maintenance and burial elements of the service.
- Plan capacity, performance and work schedules and oversee the daily scheduling and smooth operation of cremations, burials, chapel services and all other operations.
- Use your practical knowledge of the service area to provide relevant and technical direction, support and guidance to your team including formal and structured on-the-job training and induction particularly in relation to cremations, grounds and burials.
- Provide effective communication within the Bereavement Team so that they are kept informed of and able to engage with council wide activity and plans.
- To act as a lead across bereavement services on procurement in relation to grounds maintenance items, burials planning, delivery and vehicles.
- Ensure efficient customer focused delivery within areas of responsibility and demonstrate a real belief in public service, focusing on what matters to the customer. Serve as the final point of escalation for complex public inquiries or complaints, ensuring grieving families are treated with maximum sensitivity and clarity.
- Builds customer confidence through high-quality interactions and communications with different communities, partners and stakeholders. Maintain strong, respectful partnerships with local funeral directors, coroners, medical referees, memorial masons, and multi-faith clergy.

- Ensure staff understand and strive to meet or exceed clear expectations by positive mentoring, guiding and leadership.
- Proactively manage customer relations and expectations and be responsible for ensuring any service failures are dealt with promptly, efficiently, professionally and by the right people.
- Provide leadership to the team, taking responsibility for the delivery of the Green Flag management plan for Astwood and St John's grounds.
- Lead and manage the grounds staff team and ensure high standards of grounds maintenance, customer service, ensuring that enquiries and complaints are dealt with in a courteous and timely manner.
- To ensure that equipment and materials for grounds maintenance are managed, to support work towards the achievement of ICCM Gold standard for burials.
- Responsible for defining service delivery targets and managing performance within agreed budgets to achieve continuous service improvement.

Business Improvement/planning responsibility

- Take an entrepreneurial approach to your thinking, enabling you and your team to recognise opportunities for doing things more efficiently and assist with the embedding of process and performance improvement with particular focus on grounds and burials elements of the service.
- City Services is one big team. Although there are smaller teams operating across the service, we do expect every employee to use their skills for the benefit of any of team as and when they are needed.
- Responsible for the business development and securing relevant income streams
- A flexible approach is required as areas of responsibility may change with ongoing improvement and transformation of services.
- Take an interest in the activities of the wider Council and where you can, participate in events and corporate activity

Colleagues, Self and Partners & Nature of Contacts (Internal/External)

Contact	Frequency	Nature of contact
Front line teams/colleagues across service area	Daily	Day to day service delivery, allocation of work, PDR reviews, training development and delivery, problem/complaint solving, service improvement, regular communication, team meetings.
Bereavement Services Manager	Daily	Day to day service delivery and service improvement.
Customers	Daily/Weekly	Dealing with service requests/complaints.
Volunteers	Monthly	Developing plans, and safe working systems for volunteers to support service standards particularly around grounds maintenance
Head of Service	Daily/weekly	In relation to service improvement – for example introduction of a new or changed service – and day to day service deliver.
Councillors	Weekly/ Monthly	As required in relation to complaint resolution or requests for service; also through attendance at a working group or briefing
Colleagues across the council	Daily/Weekly/ Monthly	E.g. to seek advice/input relating to service delivery or in relation to resources or staff management e.g. Procurement/People Services/Environmental Operations
Directors	Occasionally	Corporate briefings and in relation to service improvement and delivery
Other stakeholders – e.g. colleagues in other authorities	Occasionally	E.g. to discuss issues related to day to day service delivery or to benchmark around how other councils deliver services.

Managing Resources (people, equipment, buildings)

Accountability

- To lead, motivate and inspire a team responsible for delivering high-profile front-line bereavement services, carrying out PDRs and developing training and development plans as required.
- Provide clear vision that is inspirational and leads the team towards success.

- Set clear goals, monitor progress and drive team performance, ensuring projects are delivered on time and within scope.
- To manage the allocation on tasks, machinery and equipment for the Bereavement Grounds Team, in liaison with other Council colleagues as required
- Personnel and line management responsibility to ensure compliance with risk assessments and health and safety legislation, promoting a safe and healthy culture.
- To deliver positive outcomes wherever possible for the benefit of the customer, council and staff and other stakeholders.
- Deputise for the Bereavement and Greenspaces Services Manager.
- Scheduling of staff rotas and processing of time sheets.
- Managing staff holidays to ensure the service is operating at the correct staffing levels.
- Providing the role of Duty Officer as senior officer on site
- Being the Officer in Charge for Bereavement Service buildings

Procedural Context

- Play your part in maintaining a good working relationship with your employer.
- Positively participate in the leadership and management process through appraisals, PDR's, target setting, exercises and training as advised.
- Be aware of and know how to find and use the Council's policies and procedures that support and guide you and your team
- Foster a supportive environment where team members can grow, providing coaching and regular feedback.
- Analyse complex situations, make informed decisions and lead the team in developing strategies that support the business objectives.
- Maintain open, transparent communication ensuring team members feel heard, valued and connected to the service.
- Exhibit a high level of emotional intelligence and conflict resolution skills to address challenges, mediate disputes and maintain a positive work place culture.

Key Facts and Figures

- Line management of General Operatives, Professional Officers and agency staff (seasonal)
- 2 new electric cremators
- 2250 cremations per annum
- 110 burials per annum

Knowledge and Skills

Essential:

- Relevant management experience
- Proven management experience within a crematorium, cemetery, or highly regulated public service environment.
- Thorough technical understanding of cremator operations, mercury abatement systems, and cemetery land-management processes.
- Demonstrable experience managing budgets and processing local government procurement or financial reporting. Experience of managing change in a challenging environment
- Experience of completing statutory paperwork relating to Bereavement Services including cremation and burial forms
- Experience of review/analysis of emissions data to ensure compliance with a permit for operation of a crematorium or similar facility
- Appropriate qualification in Bereavement Services from a recognised body eg ICCM Diploma (Diploma in Cemetery and Crematorium Management) or FBCA equivalent
- Experience of line management in an environmental operations environment, or similar supervising a team to meet KPIs

- Experience of dealing with personnel issues and have a basic understanding of employment legislation
- Demonstrate an ability to use your own initiative and be highly organised
- Experience dealing professionally and respectfully with members of the public and have a track record implementing a customer focused culture
- Demonstrate an ability to remain calm under pressure
- The ability to maintain professionalism, composure, and immense empathy while operating daily within an environment central to death and grief.
- Knowledge of Health and Safety related legislation and experience of implementing successful practice in a team
- Track record of personal development and a willingness to learn
- Ability to work in a busy environment, take and give instruction whilst maintaining goodwill
- Proven experience of keeping good records and writing incident reports as needed
- An ability to exercise professional judgement and discretion
- An ability to think and act commercially
- Demonstrate high standards of discipline and behaviour setting the tone for the people you supervise
- Good level of literacy, numeracy and IT skills, able to produce reports and use applications such as Microsoft Office
- Driving licence
- Ability to work some evenings and weekends when operations demand

Desirable:

- Delivering on the job training
- Working in a unionised environment
- Experience of grounds maintenance and standards
- Experience of working with volunteers
- Experience of working with grounds related machinery e.g. diggers

Behaviours

1. Work to the Councils values
2. Aware of the Councils safeguarding policy and how to report any concerns
3. Aware of the Councils Health and Safety policy and committed to safe working practices