



Role Title	Mortuary Service Operations Manager
Job Family	Governance and Law
Competency Level	Principal Officer/Manager
Pay Scale	PO6
Purpose	
To strategically manage, develop, organise and control a professional service area ensuring the delivery of the service meets all Council, professional and legislative requirements.	
Generic Accountabilities	End Results/Outcomes
Plan and ensure service delivery within a diverse environment. Control activities within the service area and ensure professional standards are delivered.	<p>The service is delivered to the quality, Council, professional and legislative standards required.</p> <p>Integrated service development and delivery is informed by client, partner and stakeholder views, latest thinking, good practice and legislative requirements.</p> <p>Corporate strategies are effectively implemented within area of responsibility.</p> <p>Service delivers excellent customer service.</p>
Advise Senior Managers, Members and others on issues relevant to the service area. Provide professional challenge and advice to colleagues, managers and partner organisations.	<p>Expert professional advice, interpretation, information, support and challenge are provided to Waltham Forest and external parties on the full range of operational, legislative and strategic issues within the field of expertise.</p> <p>Responses to major corporate or partner initiatives / complex operational issues are managed effectively.</p> <p>Major issues are managed through to a satisfactory conclusion with final decisions being made by Head of Service/Senior Management.</p> <p>Feedback and complaints procedures are developed and managed. Complaints are effectively resolved.</p>
Ensure the development and delivery of continuous improvements in all aspects of the service.	<p>Improvements are developed and delivered effectively.</p> <p>Stakeholder requirements are met.</p>
Lead, motivate and develop staff to create and maintain a highly competent and participative workforce.	<p>Instrumental in ensuring a workforce development strategy is designed and delivered, including induction of new staff.</p> <p>The team is highly competent, effective, motivated and outcomes focussed.</p> <p>Recruitment, induction, development, performance reviews, employee relations and all HR processes and</p>

	<p>planning is completed to the required standards and timescales.</p> <p>Effective team meetings take place to required timescales.</p> <p>Regular supervision is undertaken and clear objectives set and monitored through the Council's Appraisal process.</p>
Identify, secure, deploy and manage the resources necessary for the professional service area to meet/exceed its objectives.	<p>Resources including, equipment, people, and systems are utilised optimally and efficiently.</p> <p>Budgets are planned, developed and delivered. Value for money is maximised.</p> <p>Financial expenditure and financial integrity are controlled to assure regulatory and Council policy compliance.</p>
Prepare and present a full range of reports (both standard and non-standard) covering area of responsibility.	<p>Reports are prepared, distributed / presented to the appropriate committee/ to the required standards and timescales.</p> <p>Evidence based recommendations are made.</p>
Ensure the successful implementation of health and safety legislation, policies and practices.	<p>Risks to staff and others are assessed and managed.</p> <p>Suitable health and safety instruction and training are provided.</p> <p>There is a safe working environment.</p>
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	<p>All policies and procedures are complied with.</p>
Job-specific Accountabilities	End Results/Outcomes
<p>Act as a designated individual and ensure all mortuary activities comply with relevant legislation (e.g. Human Tissue Act), HTA Codes of Practice, and Council/NHS policies.</p> <p>Ensure accurate documentation, communication, and traceability for bodies, specimens, and procedures.</p> <p>Adhere to and promote health and safety, infection control, COSHH, and risk assessment requirements throughout all mortuary activities.</p>	<p>Service is legally compliant, meets inspection standards, and upholds best practice.</p> <p>Minimised risk to staff and stakeholders; full compliance with HTA, COSHH, and health and safety legislation; safe and efficient mortuary operation.</p> <p>Full compliance with HTA and Council/NHS audit requirements; accurate and accessible information for all cases.</p>



Undertake and supervise all aspects of mortuary work. Liaise effectively with mortuary staff and colleagues on day-to-day mortuary-related operational duties, including workflow coordination, case management, and resource allocation within the mortuary.	Dignity and respect for the deceased; timely and compassionate service for stakeholders. Smooth workflow, effective communication, and coordinated case management.
Supervise and train mortuary staff; lead audits and support staff development. Maintain and audit equipment and consumables, report faults, assist procurement, and contribute to inspections, policy reviews, and service improvements.	A competent, well-trained team; continuous improvement in service quality and compliance; robust audit trails and evidence for inspections; policies and procedures are current and effective; service meets and exceeds regulatory and performance standards. Facilities and equipment are operational, safe, and well-maintained; faults are reported and resolved promptly.
Participate in a 24/7 on-call rota, handling urgent enquiries, site attendance, equipment failures, viewings, PMCT scans, releases, and time-sensitive post-mortems.	Service continuity and resilience maintained at all times, including during emergencies and high-demand periods.
Ensure compliance with mortuary licensing conditions and SOPs, and enforce adherence by staff and visitors.	Mortuary operations fully comply with licensing conditions and SOPs. Staff and visitors consistently adhere to compliance requirements. No regulatory breaches or audit non-conformances reported.
Maintain accurate traceability of deceased and samples in compliance with the Human Tissue Act and related legislation.	Full compliance with the Human Tissue Act and related legislation. Accurate, auditable traceability of all deceased individuals and samples. Secure and confidential handling of data with clear chain of custody. Reduced risk of errors and strengthened stakeholder confidence.
Oversee and participate in the day-to-day running of mortuary facilities, including cleaning, disinfection, admission and condition checks of the deceased, and safe handling and auditing of personal effects. Ensure proper arrangements for the supervised release of the deceased and the transfer/release of tissues or samples, in accordance with legislation and SOPs.	The mortuary operates safely, ethically, and all activities are traceable and auditable The mortuary environment is safe, clean, and well-maintained Deceased persons and samples are released safely, respectfully, and in line with legal and ethical requirements
Nature of Contacts	



Frequent contact with Heads of Service, and senior representatives from external organisations in both the public and private sector, providing expert advice, guidance and support on complex issues.

Manage relationships with key stakeholders and delivery partners including negotiation of complex political issues / contractual agreements / amendments.

High levels of tact, sensitivity and diplomacy is required.

Typically involves Heads of Service, and Senior Managers across the authority, and external agencies and organisations providing advice regarding the management of East London Forensic Centre (ELFC). May also involve direct contact with members of the public.

Develop sensitivity, persuasiveness, negotiation and assertiveness, skills to communicate with diverse audiences in emotive circumstances. Deal with people at all levels confidently, sensitively and diplomatically.

Procedural Context

Work within a policy framework and regulatory guidelines, applying knowledge of systems, procedures and best practice. Work to broad managerial direction, within a policy framework and regulatory guidelines, to ensure performance standards are met within a framework of policy and legislation.

Control the deployment and allocation of service resources within overall corporate and legislative framework. Accountable for the performance of the service area against agreed objectives. Develop service plan for area of responsibility and contribute to term wider service planning. Professionally accountable for interventions within area of responsibility.

Manage complex issues within a framework of policy and procedures. Creative and innovative problem solving of complex issues, often in situations where there is ambiguity and a significant degree of judgement is required in relation to risks outside the remit of existing policy. Think and act strategically in decision making in a complex professional and political environment. .

Development of policies and procedures and strategy for own area. Lead in partnership development, working with a range of agencies and extended services to meet strategic, legislative and Government policy requirements.

Occasionally the post will be expected to work from other locations.

Post holder will oversee operational decisions.

Post holder will normally report into Head of Service.

Key Facts and Figures

Delegated responsibility for project budgets.

Monitoring and controlling major financial transactions /information.

Effectively control significant budgets / resources.

Manage teams of staff.

Responsible for supporting the management of a mortuary serving multiple boroughs and agencies.

Oversees and assist with storage and release of deceased persons.



Assist the manager in supervising a team of mortuary staff, trainees, and agency workers. Participates in delivery of routine PM /PMCT and forensic post-mortems.

Resourcing

Budget Responsibilities: No direct budget responsibility but must monitor use of resources and report issues.

Supervisory Responsibilities: 1 Deputy manager, 1 APT, 1 Mortuary Assistant and 2 Locums.

Equipment: Responsible for ensuring maintenance and operational readiness of all mortuaries equipment and facilities.

Knowledge, Skills and Experience

Skills

- S1: Follow safe operating procedures to monitor and maintain the safety and hygienic condition of equipment and mortuary
- S2: Organise the repair and replacement of faulty/damaged equipment if necessary
- S3: Carry out stock rotation, control and replenishment in line with organisational systems and procedures
- S4: Order supplies as required within limits of authority
- S5: Complete on-going assessments, acting on and communicating any issues arising
- S6: Complete necessary risk assessments on equipment and environment as required in line with organisational procedures
- S7: Prioritise workload to meet business and client demands
- S8: Demonstrate the use of communication methods, tools and skills, adapting technique and style to suit the individual
- S9: Carry out cleaning schedule in line with organisational requirements, reporting any issues to the appropriate person
- S10: Apply manual handling and safe working practices in the completion of duties
- S11: Identify areas for self-development and maintain continuous professional development
- S12: Demonstrate and share best practice with the team

Behaviours

- B1: Treat colleagues and the deceased with respect and dignity
- B2: Maintain professionalism at all times
- B3: Be considerate of the diverse needs of individuals
- B4: Demonstrate attention to detail
- B5: Demonstrate empathy and sensitivity
- B6: Be adaptable and flexible to situations as they arise

Essential and Desirable Criteria

Level 3 Diploma in Anatomical Pathology Technology and with extensive post-qualification experience in NHS/Public mortuaries

Level 4 Diploma in Anatomical Pathology Technology (D)



Experience of routine and forensic post-mortem procedures (E)
Experience supervising or mentoring staff (E)
Excellent communication and IT skills (E)
Knowledge of HTA and health & safety regulations (E)
Experience of working with bereaved families (E)
Experience with policy/procedure development (E)
Commitment to equity, diversity, and inclusion (E)

Indicative qualifications

Educated to degree level or equivalent standard

- Level 3 Diploma in Anatomical Pathology Technology and with extensive post-qualification experience
- Able to supervise and train APTs, trainees and mortuary assistants
- Satisfactory performance of complex tasks/activities at an advanced level
- contributes to service development and compliance.
- Any other duties that is assigned by the manager.

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities that may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.