

<b>Role Title</b>	<b>Crematorium Manager</b>
<b>Job Family</b>	<b>Parks and Open Spaces</b>
<b>Competency Level</b>	<b>Principle Officer</b>
<b>Pay Range / Scale</b>	<b>P03</b>
<p><b>Purpose</b></p> <p>Under the direction of the Bereavement Manager this role is responsible for the delivery of high-quality bereavement services for the London Borough of Waltham Forest, through effective leadership and development of staff, allocation of workload, management of facilities and by creating strong professional relationships with all stakeholders.</p>	
<b>Generic Accountabilities</b>	<b>End Result/Outcomes</b>
Provide authoritative advice, guidance and support to colleagues, customers and stakeholders. Respond to and investigate enquiries / escalated complaints.	<p>Information, advice and support are accurate, timely and constructive.</p> <p>Problems are identified.</p> <p>Issues are managed through to a satisfactory conclusion or escalated if appropriate.</p> <p>Risk to the Council / customers is minimised.</p>
Contribute to identifying and delivering information / activities to support service delivery / promote the service area /.	<p>Requirements are effectively identified.</p> <p>All materials / activities are delivered to the required standards and timescales.</p> <p>Information / activities achieve desired results.</p>
Work closely with others to clarify changing requirements. Identify, recommend and support the development and delivery of improvements. Contribute to the development and implementation of policies, procedures and systems.	<p>Improvement opportunities and plans to achieve them are identified and recommended.</p> <p>Agreed improvements are developed, delivered and evaluated.</p> <p>Changes are effectively communicated to others.</p>
Lead projects or improvement programmes, or contribute to the delivery of larger projects	<p>Practical, effective solutions are developed and delivered in accordance with legislative requirements and good practice guidelines and address any relevant environmental / conservation / technical / design issues.</p> <p>Projects are delivered to agreed specification, timescales and budgets.</p> <p>All project documentation and reports are completed correctly.</p>

Support others in their development, including external organisations / customers where appropriate.	Identify any changes that may impact the service / profession.  Contribute to the development of others (e.g. through sharing knowledge and skills, acting as a coach or mentor, or providing feedback).
Develop good working relationships and communicate effectively with internal / external organisations / partners and stakeholders. Represent specialist area internally and / or externally. Model, demonstrate and promote good practice relevant to the role.	Relevant work area reputation is maintained or enhanced.  Stakeholders are engaged with activity relevant to them.  Positive feedback is received from stakeholders.  Communications are clear, well planned and effective. Best practice is shared and promoted.
Support partnership agreements and partnership working within area of responsibility.	Activities which support partnership working are effectively delivered.  Partnership working groups produce valid and timely outputs.
Contribute to service / business plans for area of responsibility and to wider service planning and development activities.  Contribute to budget planning as required.	Service / business plans reflect input.
Quality check documents, decisions and / or presentations before delivery	All work meets the required standards
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.
<b>Job Specific Accountabilities:</b>	<b>End Results/Outcomes</b>
Lead in the management and operation of the crematorium to deliver a high quality and compliant service.	Committed to "Right First Time", accuracy, customer care and providing a high-quality public focused service.
Ensure all cremations are carried out in accordance with legal and ethical standards.	All policies and procedures are complied with.  To ensure the presentation of the chapel and public areas and to a high standard.
Identify and deliver improvements to the service including efficiencies and savings.	Self-motivated. Innovative and creative. Keep updated with any changes in legislation or processes. Use industry organisations like the ICCM for good practice and ongoing training and development
Manage, motivate, and lead staff	Demonstrate leadership and confidence in making

working within the cemeteries team to allow them to perform at their best.	decisions and help resolve problems within the service. Benchmark with other cemetery services in local boroughs to identify and share best practice.
Assist the Bereavement Manager with recruitment, development, and retention of crematorium staff.	Contribute to the development of others (e.g. through sharing knowledge and skills, acting as a coach or mentor, or providing feedback).
Provide guidance and support to chapel attendants, cremator technicians, and administrative staff.	To build a good and strong working relationship with external partners and council departments. Assist the manager in establishing new partnerships with communities within and outside the cemetery and bereavement service.
Act as first point of contact for any service compliments, comments, or complaints, and provide the Bereavement Manager with the relevant updates as required.	An appreciation of the need to deal sensitively with the bereaved. Demonstrate empathy and professionalism when dealing with the bereaved.
Full understanding of the burial process, including administration, Sexton duties, laying ashes to rest and after interment memorialisation.	All policies and procedures are complied with. Keep abreast of changes in legislation and apply to the service where required. Ensure all cremations comply with statutory forms (Forms 1–10). Maintain permanent registers of cremations and ashes disposal. Verify identity of remains before cremation. Provide public access to records. Ensure compliance with environmental permits (emissions). - Cremation (England and Wales) Regulations 2008, regs. 16–19
Working with the Bereavement Manager to ensure delivery of a full Planned Preventative Maintenance schedule for the complex, arranging contractors and engineers as required and in line with corporate guidance.	Ensure all documentation conforms to current legalisation, statutory guidance, and best practice.
Liaise with suppliers to obtain quotes for goods. Raise and process purchase orders as required in line with corporate policy.	To manage the budgets efficiently and within target.  To assist the bereavement manager with drafting fees and charges
Responsibility for ensuring that any information collected, recorded, analysed or reported whilst undertaking the duties of this post is reliable, accurate, timely and in accordance with the principles of the Council's data quality strategy.	Accurate, complete and relevant information / reports are provided for internal and/or external use.  Issues are clearly summarised; progress and implications are reported.  The council's position is clearly stated.
Undertake keyholder duties, including receiving out of hours calls from the Council CCTV control room, or	Flexible approach to working hours / days – as required by the needs of the business.

attending site in the event of emergencies.	
To undertake any other duties as required by the Bereavement Manager. Work with and cover when required for the cemeteries manager.	Agile and responsive.

**Nature of Contacts**

Typically involves Heads of Service and Managers, Supervisor and Cemetery Admin and Operatives in the Cemeteries and Green Spaces Team. Also external agencies and organisations providing advice.

Work directly with colleagues internal and external, other providers and external agencies to gather and exchange information and co-ordinate actions.

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

Provide specialist advice, guidance and support on issues within area of responsibility; develop and maintain joint working and promote the Council position.

Consult with stakeholders to identify requirements. Communicate changes in policy and working practice to contacts.

**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.

Plans own time and co-ordinates the work of others. Plan, organise and deliver interventions and actions. Responsible for professional advice, assessments or referrals.

Exercise professional judgement in assessing stakeholder requirements, potential risk and quality assurance of service. Monitor and evaluate performance / service delivery, ensuring all parties are informed of progress / issues as required.

Provide support to customers, colleagues and other stakeholders through applying knowledge of systems, procedures and best practice.

Responsible for meeting performance standards within a policy framework and regulatory guidelines. Accountable for proper use and security of information, resources, equipment and/or facilities within area of responsibility.

Use initiative to deal with complex issues and respond appropriately in an unpredictable work environment.

Reports to the Bereavement Manager.

## **Key Facts and Figures**

### ***Crematorium Office based role***

***May be asked to work outside core hours.***

***May be asked to work remotely or at alternative locations***

## **Resourcing**

Budget Responsibilities: Responsible for ongoing maintenance budgets for the crematorium. Post is required to procure operational requirements for the crematorium and minor contract management

Management responsibilities of the Crematorium team of 7 staff.

Responsible for improving service delivery and promoting paid services

## **Knowledge, Skills and Experience**

### **Knowledge**

Essential:

- ICCM Diploma or be prepared to work towards completion of the qualification within 3 years of starting role.

### **Skills**

- Excellent communication skills with all stakeholders, both oral and written.
- Ability to schedule own work and problem solve.
- Ability to work to strict deadlines without supervision.
- Allocate and manage workflow to ensure the needs of the business are met.
- Ability to deputise for the Bereavement Manager.

### **Experience**

- Experience of working with Microsoft Office programs and other databases.
- Experience of working in a cemetery or with the bereaved.
- Experience in management and supervision.
- Experience of managing contractors.
- Experience in managing Health and Safety.
- Experience in applying for funding grants or developer contributions.

## **Indicative Qualifications**

- Degree or equivalent or vocational qualification in relevant subject or area.
- Maths and English Language GCSE grades A-C or equivalent.
- Evidence of Continuous Professional Development.
- ICCM accredited qualifications.

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 which 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