

<b>Role Title</b>	<b>Bereavement Services 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>PO6</b>
<p><b>Purpose</b></p> <p>Total accountability for the management and service development of the Councils Bereavement related services including Cemeteries, and Crematorium services.</p> <p>To maintain a corporate responsibility for strategic and service issues affecting Bereavement Services.</p> <p>To ensure the strategic performance of Bereavement services, working with partners, in reflecting and delivering the Council's aims and objectives in relation to services.</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>
Support others in their development, including external organisations / customers where appropriate.	<p>Identify any changes that may impact the service / profession.</p> <p>Contribute to the development of others (e.g. through sharing knowledge and skills, acting as a coach or mentor, or providing feedback).</p>

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.	<p>Relevant work area reputation is maintained or enhanced.</p> <p>Stakeholders are engaged with activity relevant to them.</p> <p>Positive feedback is received from stakeholders.</p> <p>Communications are clear, well planned and effective.</p> <p>Best practice is shared and promoted.</p>
Support partnership agreements and partnership working within area of responsibility.	<p>Activities which support partnership working are effectively delivered.</p> <p>Partnership working groups produce valid and timely outputs.</p>
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 Result/Outcomes</b>
Ensuring that the requirements of the Burial and Cremation Acts and Regulations; the Environmental Protection Act 1990 and all relevant process guidance notes; the Health and Safety at Work Act; the Local Authorities Cemeteries Order, and all other legislative requirements are complied with.	<p>Compliance with the Code of Cremation practice. This includes monitoring emissions, cremator performance, stocks etc.</p> <p>Awareness of current and changes to legislation.</p> <p>Awareness of legislation and experience in interment of burials and cremations.</p>
To work with customers and stakeholders and additional service providers and other council departments ensuring effective partnership and empathetic working	To maintain excellent relations and provision of the highest levels of customer care with Funeral Directors, Clergy and Officiants, members of the general public in order to preserve a suitable atmosphere at all times.
To prepare annual business plan objectives for the services in line with Service Group, Directorate and Council's plans. Monitor progress of the agreed objectives, taking remedial action as appropriate to ensure they are achieved.	<p>Prepare and deliver plans to deliver the service incorporating the traditional burials and cremation service to align seamlessly.</p> <p>To market the services provided with empathy and awareness of bereavement.</p>
Be responsible for the upkeep and improvement of the Council's Crematorium, and Cemeteries	<p>To maintain the sites to the highest standards.</p> <p>To monitor functions within Chingford mount</p>

Services, including maintenance of buildings the grounds, including roads, pathways and boundaries	cemetery and also remote sites including Queens road Cemetery and closed cemeteries which have been passed to the authority Under the Local Government Act 1972 (S215), for the responsibility , care and maintenance of Church of England churchyards closed for further burials.
To lead the clergy and officiants and render assistance during the service if required. Dealing with distressed mourners.	Provide an empathetic and professional service under difficult and emotional circumstances.
Develop, direct and manage a process of performance management for all bereavement services team ensuring that staff are managed within the Council's framework (PES).	Monitor and maintain a high level of performance.
Responsible for budget/financials Including setting annual budgets, monitoring of expenditure and income monthly, utilising data from the council's financial system, adjusting budgets and setting new targets as required.	Financial income and expenditure are carefully monitored and reported.  Regular and timely meetings with internal finance teams  Ensure the team produces high level and detailed financial reporting and take corrective measures to protect any council income and maximise areas of opportunity.
Keep up to date with the latest developments and legislation affecting the service	Ensure the service meets all legislative requirements and adjusts the service to meet any changes in government policy or legislation.
Ensure that the service is delivered with a commitment to meeting customer and community needs, with sensitivity, care and compassion and that the Council's Equal Opportunities Policy in terms of service delivery, employment conditions and achieving quality targets are met.	Customer satisfaction remains high

### **Nature of Contacts**

Develop and maintain good working relationships with external agencies, Members of Parliament, Councillors, Faith Groups, Funeral Directors, Trade Unions, Community groups and other service users.

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***

Plans own time and co-ordinates alongside the work of others to provide a seamless and time constrained service.

Exercise professional judgement in assessing customer 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. May involve isolated working outside core hours.

Occasionally the post will be expected to work from other locations

### **Key Facts and Figures**

Delegated responsibility for Cemetery and Crematorium Service budgets and income .  
Monitoring and controlling major financial transactions /information.

Effectively control significant budgets / resources.

Manage teams of staff. Two direct reports Crematorium Manager and Cemeteries Manager

Reports to the Head of Parks and Open spaces manage teams of staff covering Cemeteries and Cremation services

### **Resourcing**

Budget Responsibilities: budgets of more than £1m

Supervisory Responsibilities: of Two direct reports overall responsibility for a team of 14 staff.

Overall responsibility of public and front facing bereavement service

### **Knowledge, Skills and Experience**

## **Experience**

Demonstrable ability to carry out a range of tasks.

- The post holder will be expected to have extensive management experience in the following areas:
- Management of either cemetery ,crematorium or bereavement services
- Developing and implementing strategies and policies in a public sector environment
- Comprehensive business/service planning
- Setting clear service objectives and of evaluating performance
- Managing and developing staff in a sensitive and demanding service area
- Managing organisational change if required.
- Working in partnership with a wide range of external organisations
- Financial management, including budget preparation and monitoring
- Development of robust financial and administrative systems
- Preparation and presentation of detailed and complex reports
- Managing complex projects.
- Contract development and planning, monitoring and implementation

## **Skills**

- The post requires the post holder to be calm and with the ability to solve problems quickly, effectively and sympathetically, having consideration for the bereaved and the environment
- Demonstrable ability to use own judgement and creativity to assess situations, solve straightforward problems and adapts to new ways of working
- Demonstrable ability to use written and oral communication skills to present varied information in an understandable way to a range of audiences
- Demonstrable ability to carry out tasks and/or advise on internal procedures, which impact on the health and well-being of people
- Able to work on own initiative and to cope with changing priorities
- Innovative and enterprising
- Be able to demonstrate a sensitive approach to members of the public often in times of emotional stress
- Able to attend meetings in the evening, to work outside normal office hours, and to work beyond minimum hours as and when required to achieve deadlines
- Very good ICT skills to utilise a wide range of ICT applications
- Excellent written and verbal communication skills

- Effective organisational skills
- Excellent Financial skills
- High level negotiating and reasoning skills

**Indicative Qualifications**

High level qualification or degree or professional qualifications in a relevant discipline or proven record of experience in the field of work.

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