



**Buckinghamshire
Council**



Job title: Crematorium Services Manager
Contract type: Full time – permanent
Salary: £48,894 - £51,402
Application deadline: 30th August 2020

About the role

We are looking for a Crematorium Services Manager to take responsibility for the leadership, management and strategic development of our crematorium service. In this challenging and fast-paced role, you will oversee the operational management of the service and ensure that exemplary standards of customer care are achieved throughout the funeral, cremation and commemoration process.

You will act as the Council's technical expert on legislation and compliance for the crematoriums, ensuring that the services operate under all regulatory requirements. Taking the lead in growing the crematorium's businesses for the Council, you will ensure a high-quality competitive service by identifying external market factors, and implementing customer-focused initiatives. This is an exciting opportunity to play a key role in the development and delivery of capital development projects, large procurement processes and service improvement programmes.

About the Business Unit

The Council operates two crematoria - The Chilterns, Amersham and Birtton Crematorium, Aylesbury. Sitting within the Neighbourhood Services, we are focused on delivering an exceptional and person-centred service to all of our customers.

You will be responsible for the strategic direction and management of both sites, supporting a friendly and welcoming team to deliver all elements of the business; such as cremation, customer service and ground maintenance.

This is a full-time position, operating Monday to Saturday between both sites. Living accommodation is available on The Chilterns site if required.

About you

Naturally, you will be a highly motivated and proactive individual, with an empathetic and supportive nature. You will bring exceptional team management skills to the role, as well as experience of successfully developing and implementing customer- focussed change programmes. This service is busy and demanding, so organisation and the ability to manage relationships with internal and external stakeholders is key.

If you have extensive management experience in a customer-facing role within the cremation/bereavement services industry, this could be the job for you.

For full information and to apply, go to: https://jobs.buckinghamshire.gov.uk/job_detail/182779/