

**Job Title: Bereavement Services Manager**

**Location: Crewe**

**Contract Type: Permanent Full Time - 37 Hours per week, Monday to Friday**

**Salary: Grade 11 £40,728 - £47,294 FTE**

**Travel Required: Yes (Borough of Cheshire East)**

Orbitas Bereavement Services Ltd has been operating as a council-owned and controlled company since 1<sup>st</sup> April 2014. We provide Bereavement Services to 10 cemeteries and 2 crematoriums in East Cheshire.

We are looking for someone to lead, manage and develop the Bereavement Services Team based in Crewe. The Bereavement Services Manager will be responsible for operational activity at Crewe Crematorium and 6 cemeteries in the surrounding areas, and the administrative processes that support these functions ensuring compliance with statutory obligations. Most importantly we are looking for someone with proven experience of delivering high levels of customer service and relationship management.

You will have a proven track record of

- Driving and delivering high levels of customer service
- Leading, motivating and developing teams and managing resources
- Applying a high degree of sensitivity, sympathy and empathy
- Developing strong relationships with partners and stakeholders

The successful candidate would be expected to study towards the ICCM Diploma if they do not already hold this qualification and previous experience in bereavement services would be helpful.

We are committed to equal opportunities and disabled applicants who meet the minimum criteria for this position will be offered an interview. We therefore encourage all applicants to discuss their needs with the recruiting manager so that reasonable adjustments can be made to the recruitment process.

To request an application form, please email [HRAnsaInbox@Ansa.co.uk](mailto:HRAnsaInbox@Ansa.co.uk).. For an informal discussion, please contact Mark Darbyshire on 07817 474158 or Marie Riley on 07525 756513.

**Closing Date: 30<sup>th</sup> July 2021. Selection Tests will be held in w/c 9<sup>th</sup> August 2021 and interviews will take place on 17<sup>th</sup> and 18<sup>th</sup> August 2021.**

The Company is unable to notify every applicant of the result of their application. If you have therefore not been contacted within four weeks of the closing date, then you should assume that your application has been unsuccessful.

\*\*The Company will not re-employ employees who left their employment on the grounds of voluntary retirement/severance except in truly exceptional circumstances. Reappointment and re-engagement includes all types of contractual relationships whether they be a contract of employment, contract of service etc. and whether the individual is appointed as an employee or engaged as an interim, direct consultancy or via an agency or other supplier. If you feel however that there are exceptional circumstances in your case, please write in the first instance to Melanie Henniker, Group Head of HR and OD, Environmental Hub, Cledford Lane, Middlewich, CW10 OJR.