



## Head of Operations

**Salary: £65,000 per annum, plus £7,500 per annum car allowance**

**Job Type: Permanent, Full Time**

**Location: Golders Green, London (travel across the South East on a regular basis required)**

**A rare and exciting opportunity for an experienced Senior Leader to join a flourishing and ambitious organisation.**

### **Who are we?**

The London Cremation Company plc (LCC), Great Britain's original cremation authority, has a rich and interesting history and owns and runs several grand and stately premises. We take great pride in maintaining these beautiful buildings and grounds to a very high standard and delivering an impeccable service to our clients. LCC owns and operates six crematoria.

### **The Role**

We are currently seeking a Head of Operations to be a key member of our senior leadership team. As Head of Operations, you would be responsible for service delivery across the organisation, ensuring we deliver exceptional quality services to our customers.

### **Key Accountabilities and Outputs:**

- Work closely with the Senior Leadership Team and each Crematorium General Manager to ensure every Crematorium is being led and managed effectively.
- Improve productivity, quality and efficiencies across the business.
- Ensure best practice is applied consistently across the Company.
- Engender a culture of mutual support and respect and working together as a management team.
- Ensure appropriate procedures are in place and regularly reviewed.
- Prepare, manage and control numerous budgets.
- Drive and deliver a health and safety improvement plan for the Company. Provide competent advice and technical guidance where necessary.
- Work closely with the Crematorium General Managers to ensure that equipment is inspected and serviced in line with environmental legislation.

## **Your ideal Experience, Skills and Competences;**

- Ideally degree educated or equivalent
- Current practical knowledge of health and safety and previous experience of managing Health and Safety
- ISOH or NEBOSH qualification
- Proven Regional Management (or equivalent role) experience.
- Strong experience of leading and managing employees remotely.
- Good knowledge of different business functions.
- Excellent communication skills both written and verbal, and the ability to quickly build a rapport with a wide range of people.
- Highly organized and proactive.
- Good interpersonal skills.
- Strong analytical skills.
- Strong business acumen, understanding priorities and functional requirements.
- Excellent IT skills, with a high level of accuracy and strong attention to detail.
- Problem analysis, judgment, decisiveness; independence and resilience.

## **Benefits:**

- A competitive base salary and bonus
- £7,500 Car Allowance
- 25 days' holiday
- A day off on your birthday!
- Life Insurance
- Income protection insurance
- Pension

For further information please visit our website [www.thelondoncremation.co.uk](http://www.thelondoncremation.co.uk).

Please apply with a CV and covering letter to Ruth Mitchell, Head of HR at [ruth.mitchell@thelcc.co.uk](mailto:ruth.mitchell@thelcc.co.uk). This role is full time but for the right candidate we may consider part-time or flexible working, therefore please make sure you set out in your covering letter what hours you are able to commit to

The LCC is committed to equality and diversity. If you require a reasonable adjustment to the application / selection process to enable you to demonstrate your ability to perform the job requirements then please provide details in your covering letter.

Closing date Monday 6 December