



Job Title: Head of Bereavement Services (Cemeteries and Crematorium)
Job Ref: COM-21-076
Contract Type: Permanent
Hours of Work: Full-time 35 hours
Salary: £55,665 - £59,988 (SMG1) per annum pay award pending

We are looking for an experienced and dedicated manager to take up the post of Head of Bereavement Services.

Bereavement Services sits within the Community Services directorate, which is focused on delivering high quality services to the people of Lewisham.

The services we provide to our bereaved residents form a fundamental part of the council's responsibility to its citizens. We have a significant responsibility to deliver high performing, high quality services to people at one of the most important times in their lives, the loss of a loved one.

The role

Responsible for the leadership, management and strategic development of Bereavement Services, you will oversee a team of operational managers delivering the day-to-day services provided by the Bereavement Services Team working in our crematorium and cemeteries.

The role is customer focussed, finding innovative and efficient ways to deliver services to our citizens. A high degree of technical expertise is required, and you will be the lead expert advising the council on legislation and compliance matters. You will ensure that the day-to-day operational service is delivered according to regulatory requirements.

There are service and business developments to deliver, particularly around the need to identify new burial space, as well as enhancing and developing the service offer.

You will manage a substantial budget and have responsibility for identifying and developing income opportunities to underpin the management of our services.

What we're looking for

You will be a credible, customer focussed and creative leader. Tact and diplomacy are essential due to the sensitive nature of your role when dealing with service users, stakeholders and staff. You will have the strategic and interpersonal skills required to drive through change and continuous improvement within the teams, with an eye for detail. Knowledge and experience of interpreting complex burial and cremation related legislation and regulations will be essential. Ideally you will have experience of operational management within a cemetery and crematorium setting, including managing burials and cremation services from the point of booking through to the service itself.

A challenging role at times, you will need resilience and the ability to manage multiple tasks simultaneously and successfully.

An in depth understanding of the associated specific and general Health and Safety legislation and requirements will be required, and a recognised qualification such as IOSH (Institute of Occupational Safety & Health) is desirable.

You must hold a full and valid driving licence and be prepared to travel between multiple sites across Lewisham.

Location

Whilst the service is primarily based at Hither Green Crematorium, you will be required to oversee the work of the cemetery-based staff at our four cemeteries across the borough.

N.B: All appointments will be offered at the minimum spinal column point (SCP) for the grade of the role. The only exception to this will be when matching current salary (up to the maximum of the scale), which is subject to evidential proof.

Further information

For an informal discussion, please contact James Lee, Director of Communities, Partnerships and Leisure on 020 8314 6548

We value diversity and welcome applications from all backgrounds.

For a full job description and person specification, and for further information about the recruitment process, please click on the links below.

To apply please click here: <https://lewisham.referrals.selectminds.com/jobs/head-of-bereavement-services-2807>

**Closing date Sunday 12 December 2021, 11:59pm
Interview and Test Date: TBC**

The Council reserves the right to close adverts early if there is a large response

[Click here for the Job Description and Person Specification](#)

[Click here for the Guidance Notes](#)