



Job Title: Registration and Bereavement Services Manager (Cemeteries and Crematorium)
Contract Type: Permanent
Hours of Work: Full time 37 hours
Salary: £48,847 - £54,848 - RG9 scp 45 – 50
Ref: RES0261

We have an exciting opportunity for an experienced and dedicated manager to take up the post of Registrars and Bereavement (Cemeteries and Crematorium) Service Development Manager.

The Registration and Bereavement service sits within the Customer Services function which is focused on improving and transforming how we deliver services to our customers.

The Council is embarking on a period of investment in our Registration and Bereavement service, which is not only a high profile and fundamental service that we provide, but it comes with a significant responsibility to deliver a high performing, high quality service that deals with some of the most important life events of our customers; births, marriages and deaths.

Reading Borough Council is a Disability Confident Employer and is committed to the recruitment and continued employment of people with disabilities. We seek the best talent from the widest pool of people as diversity is the key to our success.

About the Role

Responsible for the leadership, management and strategic development of the Registration and Bereavement Services, you will oversee a team of operational managers delivering the day to day services provided by the Registrar and Bereavement Team, which includes managing the registration service and our in-house crematorium and cemeteries.

The role is customer focussed, finding innovative and efficient ways to deliver services to our customer. There is a high degree of technical expertise required and you will be the lead technical expert advising the council on legislation and compliance matters, relating to registration as well as the management of our crematorium permit. And you will ensure that the day to day operational service is delivered according to these regulatory requirements.

There are substantial service and business development projects to deliver, particularly around large-scale procurement projects, enhancing and developing the service offer, and improving and simplifying business process and customer access to services.

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

About You

You will be a credible, customer focussed and creative leader. Tact and diplomacy are essential as you will recognise the sensitive nature of your role when dealing with customers, stakeholders and staff. You will have the skills to drive through change and continuous improvement with the teams, with an attention to detail and experience of interpreting complex legislation and regulations and turning this into practical and pragmatic operational working practices.

You will be great at planning ahead, demonstrate knowledge of statutory, regulatory, strategic and key operational issues to develop the service offer and driving up the council's performance both in terms of business processing and customer experience, as well as meeting our national targets and regulatory compliance. You may not have worked in Registrations or Bereavement services previously, but experience of working in a role with significant regulatory compliance will be essential. We commit to providing the appropriate training relating to Registration Management.

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

Our offer

We offer a supportive environment to grow and develop your career with the opportunity to put your ideas across. Innovation and ambition is strongly encouraged, and you'll get a great feel for that working in our friendly and collaborative environment.

A competitive salary alongside a range of benefits including:

- Generous holiday entitlement - 24 days holiday each year plus bank holidays - rising to 32 days after 10 years' service, with the option to buy additional leave
- A wide range of flexible working opportunities
- Modern working environment at the Civic Offices in the heart of Reading
- [Local Government Pension Scheme](#) (LGPS)
- On-site day nursery (Kennet Day nursery) rated outstanding by Ofsted, and a salary sacrifice scheme to help lower the cost of your nursery fees
- Season Ticket Loan - to help with the cost of your rail/ bus journey, to & from work
- Lease car salary sacrifice scheme allowing you to lease a brand new, greener car for three years. The monthly fee includes insurance, servicing and road tax

For more information on this position please contact Stephen.johnson@reading.gov.uk

Closing Date: 9th January 2022

Interview Date: TBC

Please note that the closing date is given as a guide. We reserve the right to close this vacancy once a sufficient number of applications has been received. Therefore, it is strongly advised that you complete and return your application as soon as possible to avoid disappointment.