

T H E
L O N D O N
C R E M A T I O N
C O M P A N Y
P L C

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 Deputy General Manager to provide management & strong leadership. As the Deputy General Manager, you would be responsible for service delivery across the site, ensuring we deliver premium quality services to our customers. The role has full management responsibility for overseeing the administration and cremation teams.

Experience, Skills and Competences required;

- Excellent communication and interpersonal skills both written and verbal, and the ability to quickly build a rapport with a wide range of people.
- Excellent customer service skills and experience with previous experience of liaising with a diverse range of people and situations.
- Experience of leading and managing employees including regular 121's and providing constructive feedback and support as needed.
- Current practical knowledge of health and safety. ISOH or NEBOSH qualification preferable.
- Highly organised and proactive.
- Excellent attention to detail and strong analytical skills.
- Excellent IT skills, with a high level of accuracy, Excel, Word and PowerPoint.
- Previous experience of the industry would be advantageous.

The salary for this position is up to £35,000, dependent upon experience. This is based on a 35 hour working week, where some flexibility is required which may include weekend working.

In addition, The London Cremation Company offer a competitive benefits package, including:

- 26 days holiday
- Occupational Sick Pay
- Income Protection Scheme
- Life Assurance
- Cycle to Work Scheme
- Wellbeing Benefits

Communication preferences:

By email to the following address:

Lizzy.farkas@thelcc.co.uk

T H E
L O N D O N
C R E M A T I O N
C O M P A N Y
P L C

Deputy General Manager – Golders Green Crematorium

Job Description

Purpose

Lead and manage the administration and crematorium teams for the site ensuring we deliver exceptional quality services to our customers. Create and maintain an efficient, professional and well-organised establishment. Deputise for the General Manager during their absence.

Management

- Confidently and professionally manage the administration and crematory teams to ensure they are delivering an exceptional and competitive service to our clients.
- Carry out monthly one to one conversations and reviews and ensure that team members receive the appropriate level of training, coaching and guidance and are engaged and motivated at work.
- Work with employees to ensure best practice is applied consistently. Engender a culture of mutual support, trust and respect.
- Keep abreast of legislation that affects the administration of Crematoriums, and communicate this to team members as appropriate.
- Maintain a clear understanding of the financial performance of the site and work with the General Manager to optimise revenue and profit.
- Control costs ensuring we stay within budget and process invoices weekly.
- Manage the absence reporting system for all employees.
- Ensure all team members complete the necessary training, particularly in regards to Health and Safety.
- Be fully conversant with the Company's Health & Safety policy, ensuring compliance at all times and take immediate proactive action if any health and safety issue arises.
- Ensure the appropriate audit trails are in place regarding health and safety, including adequate risk assessments and safe working procedures.
- Promote the Company image and its services.
- Ensure any customer problems are resolved quickly and efficiently and action taken to prevent repetition.
- Proactively build professional and effective working relationships with funeral directors, medical referees, ministers and officiants, other departments and Head Office.
- Assist visitors efficiently and professionally and deal with individuals in a sensitive manner.
- Provide cover as a chapel attendant and/or cremation technician as the need arises, which would include carrying out cremations, the witnessing of scatterings and interments.
- Ensure cremation bookings are professionally and effectively taken in accordance with the Cremation Code of Practice and Crematorium's recognised procedures.
- Maintain systems for accurate and accessible records, both electronic and paper, ensuring that the Crematorium's Registers are kept up to date.
- Work with the General Manager to ensure appropriate procedures are in place and regularly reviewed for the administration team.

The Deputy General Manager will regularly deputise for the General Manager when they are not on site. On these occasions the DGM will need to be comfortable with making decisions and resolving any problems that arise. The Deputy General Manager will need to have an understanding of the following:

- Daily site walk arounds to ensure the points below are in hand.
- Manage all employees and external contractors on site.
- Manage security for the site and provide solutions if problems arise.
- Maintain knowledge of crematory equipment, understand the cremation process fully and ensure full cooperation with FBCA Code of Practice.
- Manage legislation requirements in relation to EPA 1990 and if necessary liaise with Environmental Health representatives.
- Liaise with the Head Gardener to ensure grounds are maintained to a high premium standard.
- Overall responsibility for the Health and Safety of the site including risk assessments.
- Ensure, where required, employees are protected by specialist clothing and equipment.
- Keep a record of accidents and investigate accidents or near-misses, or appoint a third-party to do so. Ensure any recommendations to prevent recurrence are implemented. Report Injuries, Diseases and Dangerous Occurrences in line with RIDDOR reporting.

Experience, Skills and Competences required;

- Excellent communication and interpersonal skills both written and verbal, and the ability to quickly build a rapport with a wide range of people.
- Excellent customer service skills and experience with previous experience of liaising with a diverse range of people and situations.
- Experience of leading and managing employees including regular 121's and providing constructive feedback and support as needed.
- Current practical knowledge of health and safety. ISOH or NEBOSH qualification preferable.
- Highly organised and proactive.
- Excellent attention to detail and strong analytical skills.
- Excellent IT skills, with a high level of accuracy, Excel, Word and PowerPoint.
- Previous experience of the industry would be advantageous.

The salary for this position is up to £35,000, dependent upon experience. This is based on a 35 hour working week, where some flexibility is required which may include weekend working.

In addition, The London Cremation Company offer a competitive benefits package, including:

- 26 days holiday
- Occupational Sick Pay
- Income Protection Scheme
- Life Assurance
- Cycle to Work Scheme
- Wellbeing Benefits