

**Wellingborough Bereavement
Services Limited**



Job Title: General Manager

Contract Type: 6 to 12-month fixed term appointment

Salary: Circa £60,000 – Up to 37 hours per week

Location : Nene Valley Crematorium

North Northamptonshires Nene Valley Crematorium at Wellingborough, is a modern, yet established business, wholly owned by the council but operates independently. The Board of Directors are looking to recruit a suitably experienced Chief Operating Officer to caretake the business and the excellent team in place during a period of change, who will be available to also assist the Operations Director and wider board members with a service review that encompasses the council's wider bereavement care services offering for North Northamptonshire.

Directors expect the chief operating officer to provide the team with advice, guidance, and support throughout the review, which is being approached via phases during the next 12 months, from fact finding, to working closely with a consultant to implementation stage during the autumn.

The chief operating officer will report to the crematorium board and will therefore need to be available to attend board meetings, (generally via Teams) which are held once every quarter. Working hours are flexible during crematorium opening hours to include some working from home, but must meet the needs of the company.

The post-holder will focus on ensuring that all business/HR policies and procedures are complied with, together with a review of corporate plans, performance and financial reports. In addition, the board will be looking for someone who will provide feedback, reports and suggested areas for improvement to maintain and enhance their successful business.

The successful applicant will be able to demonstrate the following experience:

- Budget and financial management, and reporting
- Working effectively with customers and suppliers, as well as professional contacts
- Working independently at senior management level, either in the private or public sector
- Knowledge and understanding of working closely with local government
- Introduction of initiatives or projects to develop improvements which increase profit/reduce costs whilst maintaining an excellent service
- Staff management

The key skills we are expecting from a Chief Operating Officer are as follows:

- Ability to understand and comply with legal frameworks
- Ability to establish an atmosphere which encourages good governance and probity
- Excellent customer service skills
- Good organisational and planning skills
- Marketing skills

A background in Cemeteries and Crematoria and holder of the profession's Institute of Cemetery Crematorium Management's qualifications, or similar is required for managing this service. In addition, experience of working in local government would be advantageous; essential, is a drive and enthusiasm to safeguard the business, support team members and contribute towards shaping business opportunities, which serves the people of Wellingborough and beyond.

If you are interested, please send a CV and covering email/letter to Iain Smith, Operations Director, Nene Valley Crematorium, c/o North Northamptonshire Council, Deene House, Corby, Northants, NN17 1GD or iain.Smith@northnorthants.gov.uk by midnight, Sunday 26 January 2025. Please mark the envelope or email 'private and confidential'. Interviews are scheduled to take place on the afternoon of Wednesday 29th January 2025 with an option for candidates to attend via Teams or in person.

For an informal discussion about the post please contact Iain Smith, Operations Director via email at iain.Smith@northnorthants.gov.uk or mobile on [07909 872491](tel:07909872491).