

## Job Description

<b>Division/Department</b>	Neighbourhoods/Environment		
<b>Location</b>	Thanet Crematorium & Cemeteries		
<b>Job title</b>	Bereavement Services Manager		
<b>Reports to (job title)</b>	Head of Neighbourhoods		
<b>Grade</b>	J	<b>Politically Restricted Post</b>	NO
<b>DBS Requirement</b>	Standard NO	Enhanced NO	

### JOB PURPOSE

To lead and manage the Bereavement Services team, managing the delivery and development of the Bereavement Service to ensure compliance with current statutes, local authority regulations, Institute of Cemetery and Crematorium Management (ICCM) and Federation of Burial and Cremation Authorities (FBCA) guidelines, this includes 12 cemeteries and closed churchyards and the crematorium.

To develop and maintain a long term plan for the service to ensure continuous development and improvement of service delivery.

To be responsible for the management of Thanet Bereavement Services on a day to day basis ensuring that all agreed targets are met including budgetary targets and that statutory regulations and Council policies and procedures are followed, and to deal sympathetically with all users of the service.

### PRINCIPAL ACCOUNTABILITIES

- Lead and directly line manage (including appraisals, one to one's, disciplinarys and support) the Bereavement Services Team.
- Responsibility for ensuring health and safety compliance is maintained by staff, by undertaking regular H&S checks on staff, completing and reviewing risk assessments/safe systems of work and maintaining up to date records; undertaking corrective/disciplinary action as required.
- Responsibility for compliance of vehicles, plant and equipment and staff operations
- Ensure legal and safe site and waste management arrangements are in place and being appropriately followed
- Responsibility for the training requirements and safe operation of the bereavement services team through arranging and delivery of training and maintaining up to date training records.
- Manage and responsibility for assigned budgets, including purchase and

delivery of large spend items. Maximise value for money through effective use of resources and spending in line with procurement procedures.

- Develop, implement and review policies and procedures in relation to the efficient delivery of Bereavement Services.
- Develop, support and promote a strong customer-focussed performance culture within the team.
- Ensure that all burial and cremation activities are managed with competence and efficiency so that the entire bereavement experience occurs without error or insensitivity and meets the religious, secular, ethnic and cultural needs of bereaved people.
- Represent the council at various meetings relating to Bereavement Services.
- Take personal responsibility for own development and learning within the role and ensure up to date knowledge of legislation impacting the Bereavement Services team.
- Ensure the impact on the environment is considered as part of the design and delivery of services to minimise the consumption of natural resources and the council's carbon footprint
- Present reports at appropriate meetings, advising the Council on complex issues and guidance on such matters as emerging cremation & cemeteries environmental legislation, fees and charges, service provision and Health & Safety
- Develop income strategies for 3-5 years in line with corporate and service policies and ensure income opportunities are identified and implemented where appropriate.
- Ensure compliance with all statutory requirements in relation to the operation of the crematorium and associated buildings.
- Manage the maintenance of 12 Closed Church Yards.
- Management of the Memorial Stability Programme over the next 20 years.
- Have responsibility for ensuring all statutory requirements are met with regard to the registration of burials, cremations, interment of ashes and exhumations.
- Undertake the long term planning over 5-10 years of machinery replacement and maintenance including the cremators.
- Be fully aware of all statutory changes and take responsibility for reviewing service practice and managing change, liaising with the funeral trade, doctors, coroners, Medical Examiners and medical referees and dealing with implications of amendments to burial and cremation Acts.
- Negotiate & oversee Service Level Agreements between Bereavement Services and other Council departments, establishing and negotiating service standards, monitoring delivery and working within budget set for each SLA, revising as necessary. Ensure that roles and responsibilities within the SLA are clearly understood and that the outcomes for the service are achievable
- Organise open days and conduct tours heightening the profile of the cemeteries and crematorium.
- Supervise the work of contractors, as necessary.
- Participate in the Council's major emergency arrangements ,fulfilling key roles within the Major Emergency Plan as required.
- Undertake any other duties, which may be reasonably required.

## REQUIRED ATTRIBUTES

### Knowledge

- Managing the delivery bereavement services.
- Extensive knowledge of cemetery and cremation processes and the law.
- In depth knowledge of the Charter for the Bereaved.
- HR policies and procedures including relevant legislation
- Effective performance management of staff including appraisals, disciplinaries and accountable communication

	<ul style="list-style-type: none"> <li>• Health and safety management including relevant legislation</li> <li>• Financial management including large public budgets, both capital and revenue</li> <li>• Staff training requirements and processes</li> <li>• Excellent understanding of IT programmes including maximising their use for efficiencies of the service delivery</li> <li>• Memorial stability programmes and how to implement them successfully</li> <li>• Knowledge of specialist bereavement services administration systems.</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Ability to work calmly under pressure and deal sympathetically with the bereaved.</li> <li>• Ability to effectively manage a small dedicated team.</li> <li>• Excellent communications skills.</li> <li>• Excellent organisational skills.</li> <li>• Attention to detail at all times to ensure 100% accuracy.</li> <li>• Ability to challenge and hold accountable poor service delivery of staff and use performance management effectively as required</li> <li>• Demonstrate an outcomes focused approach, maximising outcomes with limited resources, often through creative and innovative means; including continuously reviewing operations</li> <li>• Personal responsibility for continued professional development of oneself and managed staff</li> <li>•</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Significant management experience within bereavement services.</li> <li>• Understanding of the needs of the bereaved.</li> <li>• Significant experience in people management particularly performance and motivation.</li> <li>• Significant project management particularly in maintaining service provision during project installation.</li> <li>• Complex budget management</li> <li>• Managing Health and Safety at the crematorium and cemeteries</li> <li>• Managing building compliance at the crematorium and cemeteries</li> </ul>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Recognised management qualification (Level 3 or above) or</li> <li>• significant experience in a similar position</li> <li>• IOSH Managing Safely/NEBOSH Award or equivalent</li> <li>• Institute of Cemetery and Crematorium Management Diploma</li> <li>• ICCM Customer Services</li> <li>• ICCM Burial Rights</li> <li>• IOSH Qualification</li> <li>• Full clean driving licence</li> </ul>

JOB DIMENSIONS	
Annual budgetary amounts	Direct £875,000
Number of staff reporting to the job holder	Nine direct
Any other relevant statistics	Oversee 1200 cremations and 150 burials a year

NATURE OF CONTACTS	
Internal	<ul style="list-style-type: none"> <li>• Head of Neighbourhoods - line manager</li> <li>• Bereavement Services Team - direct line management</li> <li>• Senior Operations Manager - managing grave digging and ground maintenance requirements</li> <li>• Councillors - liaison as required</li> <li>• Director of Environment - accountable for decision making</li> <li>• Procurement and other supporting departments including</li> <li>• Property, Health and Safety and Coastal and Engineering</li> <li>• Financial services - budgetary arrangements and monitoring</li> <li>• HR - personnel issues and support</li> </ul>
External	<ul style="list-style-type: none"> <li>• Residents and Crematorium and Cemetery visitors - significant on service delivery issues, including attendance at community group meetings for volunteers</li> <li>• National organisations/government departments including Church of England, Environment Agency, Home Office and Natural England</li> <li>• Local Businesses including funeral directors, stonemasons, doctors, solicitors.</li> <li>• Local councils and organisations, church groups, volunteer groups, multi faith leaders.</li> <li>• National companies including specialist contractors and service engineers.</li> </ul>

WORKING ENVIRONMENT CONTEXT
Role will frequently have to work in the open air in all weathers particularly to facilitate burials.

ORGANISATION CHART
see attached