

Job Description

Job Title: Bereavement Services Manager	Job No: X5557
Division: Neighbourhood & Environmental Services	Service: Parks & Open Spaces
Team/Section: Bereavement Services	Responsible to: Head of Parks & Open Spaces

Overall Purpose of Role:

To provide decisive and effective leadership to team(s) in line with the council's 'Vision & Values' and 'Leadership Qualities' that enables them to do their best work resulting in high levels of people and organisational performance.

To ensure that the Bereavement Services are high quality, customer focused and cost effective

Key Job Activities:	% of Role
Leading People <ul style="list-style-type: none"> Involve team/s in creating a shared purpose to help them develop and achieve results. Give clear direction and provide effective people and performance management by setting objectives, agreeing outcomes, monitoring and measuring outputs, and holding individuals and team(s) to account. Explore and understand the views of the team and adapt style and behaviour as necessary to ensure positive outcomes. Show respect for the views of others by recognising their contribution and valuing diversity. Utilise the range of HR tools to achieve effective people and performance management. Manage performance by undertaking Quality Conversations, being honest and challenging constructively. Enable a culture of continuous improvement by encouraging and enabling the team to reflect and act on evaluation and feedback through coaching and mentoring. Develop positive trusting relationships within and outside the team, treating people with fairness and respect. Inspire team/s by creating opportunities to be creative and innovative, supporting team development and encouraging autonomy to enable team(s) to do their best work. 	40%
Management Responsibilities <ul style="list-style-type: none"> Manage and develop approximately 30 council employees. Supervise activities carried out by employees including matrix-managed staff and/or people temporarily deployed for projects (e.g., issue/oversee/check work and set priorities). Manage a revenue budget of approximately £2M expenditure / £3.5M income, and other financial and material resources. 	
Identifies needs and develops services to address needs and, where required, initiate new services using responsive solutions and a partnership approach.	20%
Maximise the voluntary sector in service delivery and providing a range of events and activities to engage the community and service users	10%
Ensures that all relevant statutory requirements are complied with	10%
Sets objectives and performance targets and monitors performance against targets and national standards	5%

Manage promotional work and work closely with the Council's press team to ensure the Council is properly represented in the media, undertaking media interviews as required	5%
Assists in the development of strategic policy and management of the division, including deputising for the Head of Service, Divisional Director as required.	5%
Carry out other miscellaneous duties associated with the role.	5%

Key Job Outcomes:

Leading People & Teams

Individuals and team(s) have strong direction and are confident and clear about the results they are required to deliver.

- Team and individual delivery plans are developed, measured, and monitored to track progress of and achievement of objectives.
- Individuals and team(s) have the knowledge and skills, and demonstrate the behaviours required to fulfil their roles and take ownership for achieving outcomes.
- Accurate levels of need and demand for services are identified and planned for. Delegated resources are successfully planned and organised. The team is forward thinking, high-performing, and able to respond effectively to organisational changes and those driven by the current climate.
- Opportunities are taken to challenge the misuse of resources to achieve value for money and sustainable ways of working.
- There is proactive and effective leadership to matters relating to the underpinning team infrastructure of systems/tools/processes that support team activities. Work is carried out in a lean, agile way, supporting digital changes to work processes, and embracing new technology.
- There is proactive and effective leadership to matters relating to relationships, contracts, and agreements that support team activities and ensure successful collaborative working.
- Service-specific (including statutory) activities and responsibilities are consistently fulfilled, and all operational objectives and service standards are met.
- There is compliance and full cooperation with all corporate environmental commitments and health, safety and welfare policies, procedures, training, and legislation associated with the role and wider work area. Plans, procedures, and local operations are compliant with legislation, regulations, and local policy.
- Service users' needs are understood and met.
- High-quality, efficient, and customer-focussed services are developed, provided, and promoted.
- Positive relationships with all stakeholders are developed and maintained. Opportunities to share knowledge and best practice are exploited through effective partnership working/networking.
- The profile of LCC is raised through the effective representation and marketing of services.
- Senior management are assisted and supported in their statutory responsibilities and other support is provided, as and when required.
- A climate for continuous business improvement is created and service enhancement opportunities (including commercial and digital) are regularly sought, identified, and evaluated.
- New services and initiatives are supported that improve the customer journey and modernise the service.
- Services are delivered within financial constraints.
- Projects and organisational reviews are successfully led and supported.
- Staff are effectively led and supported through change.

+ Re Financial Management:

- Robust financial systems are built and maintained.

- Accurate records are maintained securely, and robust audit trails are created and accessible.
- Fees/costs/sources of income are calculated and processed correctly.
- Services are delivered within allocated budgets. Forecasting reports are reviewed throughout the year to ensure spending is within means.
- Financial administration is always up to date. Purchase orders are always used to order goods, and goods received notes are entered as soon as goods or services have been received.
- Procurement law and Council standards and policies are observed.

Personal Development

- There is a commitment to developing the full range of professional skills and knowledge to satisfy the requirements of the post and maximise the technical performance of the Council.
- Time is taken to reflect on achievements, areas for growth, and desired opportunities.

To ensure that the range of services including the crematorium, cemeteries & closed churchyards, memorial safety, customer service and administration are managed efficiently and effectively, and meet corporate objectives

To bring about measurable improvements to service quality and sustain a high-quality service and improve customer satisfaction

To establish and maintain strong and effective collaborative working arrangements with Parks & Open Space services, funeral directors, medical referees, faith communities and other stakeholders, including local Mayoral Executive, Councillors and potential partners in the area

To manage all land and buildings to ensure fit for purpose and risk free for public access.

To ensure that agreed performance standards are achieved within set time scales

To ensure value for money is achieved with a rigorous performance management framework

To develop, implement and monitor appropriate policies and strategies which improve services and meet the needs of service users, ensuring a high level of consultation with all stakeholders and relevant community groups and faith communities

To effectively manage financial, human and physical resources relevant to the service and to develop new income streams to support service delivery

To develop, lead and manage appropriate programmes and projects, formulating responsive solutions

To implement and ensure compliance with all contractual, legal and statutory requirements of the service

Key Contacts	Purpose	Frequency (Daily, Wkly, Mthly, Occasionally)
Bereaved Families	Provide advice, funeral arrangements, consult, respond to enquiries & complaints, transfer grave ownership	Daily
General public	Provide advice, consult, respond to enquiries & complaints	Weekly
Funeral directors	Provide advice, make funeral arrangements, consult, respond to enquiries & complaints	Daily
Medical Referees	Completion of statutory procedures, consult	Daily
Internal Management	Manage, advice, consult, support	Daily

Registrar's Office	Liaise with regards to completion of statutory procedures	Weekly
Coroner's Office	Liaise with regards to completion of statutory procedures	Weekly
Faith groups.	Advice, consult, support, negotiate	Monthly
Local councillors and MP's	Provide advice, consults	Occasionally
Contractors	Negotiate, advice, consult	Weekly
Voluntary groups	Advice, consult, support, negotiate	Weekly
Planning Development team	Advice, consult, support, negotiate	Occasionally
City Mayor & Executive team	Provide advice, consult, support	Occasionally

Is this post classified as "politically restricted", because the post holder is required to advise the council and its committees or communicates with the media on behalf of the council?	No
Is this post subject to exemption from The Rehabilitation of Offenders Act 1974?	No
CHECK REQUIRED	
No check	X
Basic DBS check	
Standard DBS check	
Enhanced DBS check	
Enhanced DBS check with either children's or adults' barred list check or both	

Person Specification

Please use this person specification to understand what Experience, Knowledge, Skills and Qualifications you will be required to demonstrate for this job with us.

Hints and Tips

MEASURED BY APPLICATION FORM

Examples should be provided on your application form of how you meet each individual criterion, this is what the recruiting manager will use to determine whether you have the required experience and qualifications for this role.

Tip - list each criterion in your application form and provide evidence under each heading.

MEASURED BY TEST

You will be required to undertake a test which will require you to demonstrate some or all these skills - this will usually be in the form of a job-related test. For managerial roles, we may ask you to complete online situational judgement tests and an Occupational Personality Profile (OPQ).

Tip - practice online tests on the SHL website.

MEASURED AT INTERVIEW

The panel will ask you to provide examples of your knowledge, skills and experience at interview.

Tip - prepare by gathering examples you can talk through against each of the criteria, by using the STAR method:

Situation

Task

Action

Result

Measured from Application Form

Experience	Essential (E) / Desirable (D)
Experience of managing range of staff, project management and team leadership	E
Management experience of bereavement services	E
Extensive budget / financial management experience	E
Experience of contract management	E

Measured by Test

Skills/Knowledge	Essential (E) / Desirable (D)
Able to communicate effectively with directorate, City Mayor and Executive.	E
ICT Skills to compile, produce, summarise and present management, statistical, and/or technical reports and presentations	E

Measured at Interview

Knowledge	Essential (E) / Desirable (D)
Knowledge of cemetery, burial and cremation legislation, guidelines and policy sufficient to give expert advice to support colleagues, staff, the public, external agencies, partners, managers directors, and the executive.	E
Significant knowledge of financial management and income generation in a sensitive environment	E
Knowledge of risk management and health & safety at work <u>or</u> able to acquire this following commencement in post.	E
Experience	Essential (E) / Desirable (D)
Experience of managing a range of staff, project management and team leadership	E
Experience of risk management and health and safety at work	E
Experience of parks or landscape management	D
Extensive budget / financial management experience	E
Experience of contract management	D
Experience of community development and managing volunteers	D
Skills	Essential (E) / Desirable (D)
Management skills to lead and motivate a range of staff across multi-disciplinary teams	E
ICT Skills to compile, produce, summarise and present management, statistical, and/or technical reports.	E
Able to communicate sensitively and empathise with bereaved families, distressed or vulnerable customers.	E

Decisive and able to persuade and motivate others	E
Ability to manage conflicting priorities and continuous interruptions	E
Organised and able to work under significant pressure and prioritise own and other tasks to meet set objectives/ statutory & local timescales/ targets/ deadlines.	E
Able to manage change to achieve effective solutions to problems	E
Able to communicate effectively with directorate, City Mayor and executive.	E
Other Requirements	Essential (E) / Desirable (D)
Able to work regularly / occasionally outside normal office hours, holiday periods, weekends, e.g. for meetings, conferences etc, respond to emergency call outs to secure buildings and premises as required	E
Able to travel to and/or work anywhere in the city.	E
Able to carry out all activities in line with health and safety guidance and policy.	E
ICCM Diploma in Cemetery and Crematorium Management & membership.	D

Measured by Documentary Evidence

Qualifications / Certificates / Registrations / Licences / Statuses

We will ask you to provide documentary evidence of any that you hold based on the criteria in the previous sections. This includes:

- Any essential qualifications, certificates, registrations, licences, or statuses
- Any desirable qualifications, certificates, registrations, licences, or statuses **if you hold them**

Reasonable adjustments to the job activities and/or job requirements specified in this document will be considered for disabled people.

Leadership Qualities

Leicester City Council's Leadership Qualities underpin the Vision and Values and outline the behaviours we expect our leaders to demonstrate in the workplace. These behaviours are what our people say enables and inspires them to do their best work.

People Centred

Be fair, put people at the centre of what we do:

- ✓ Takes time to actively listen and understand individual's views and feelings and adapts their own behaviour and style as appropriate.
- ✓ Shows respect for the views of others and gives recognition for their contributions, valuing diversity.
- ✓ Engages with people in a straightforward and truthful way.
- ✓ Is visible and approachable.

Achieve

Be accountable and outcome focussed:

- ✓ Agrees clear outcomes / objectives and holds the individual and team to account.
- ✓ Involves team in creating a shared purpose to help them develop and achieve results.

Reflect

Be clear, making time to reflect, analyse and develop:

- ✓ Encourages and enables team to reflect and act on evaluation and feedback.
- ✓ Creates a culture of continuous improvement - sees successes and setbacks as opportunities to learn and develop.

Inspire

Be confident, igniting creativity, supporting development and role modelling:

- ✓ Creates space and time for the team to be innovative and creative.
- ✓ Supports team development and encourages autonomy and freedom to enable team to do their best work.
- ✓ Demonstrates the qualities desired in people including authenticity and humility.
- ✓ Champions difference and external experience and supports principles of fairness of opportunity for all.

Connected

Be respectful, build impactful relationships:

- ✓ Has regular quality conversations, speaks honestly and challenges constructively.
- ✓ Proactively develops positive trusting relationships within the team.

Vision & Values

OUR VISION

Our vision is that we will work with creativity and drive for the benefit of the people that live and work in our city.

OUR VALUES

To achieve this, we have committed to five values: confidence, clarity, respectfulness, fairness and accountability.

If you decide to come to work for us, these values will help you understand your role within the wider organisation, and how the work you do ties in with everyone else's work.

WHAT DOES THIS MEAN?

- ✓ **Confidence** means leading by example and focusing on results. This helps raise the standard of our work, as confidence breeds success.
- ✓ **Clarity** means ensuring that communications and messages are easy to understand. This makes working between services easier and ensures that members of the public can understand what we do.
- ✓ **Respectfulness** is something we take very seriously. It is important that every employee of the council understands how their behaviour affects others.
- ✓ It is also important that we work in an atmosphere of **Fairness**. This means we listen to others' opinions and allow everyone to have their say.
- ✓ **Accountability** means that everyone in the Council takes responsibility for their own performance. By doing this, we all improve the quality of our own work and the work of the council as a whole.

Leicester City Council will operate with creativity and drive for the benefit of Leicester and its people

Be confident | Be clear | Be respectful | Be fair | Be accountable