



Cemeteries Manager

Reports to:	Head of Registration and Bereavement		
Department:	Resident Services	Grade:	PO8
DBS Status:	None	Politically restricted:	No
Job Purpose:			
<ul style="list-style-type: none"> • To deliver an effective and efficient cemeteries service for all, including providing information and support to bereaved families, meeting special requirements and liaison with funeral directors and clergy in an empathetic and courteous manner. • To support the Head of Registration and Bereavement and wider service in securing the continuous development, improvement, efficiency and success of the service as a whole through effective planning, budget management, staff management and governance. • To generate income through existing and new bereavement services, identifying and maximising re use of grave spaces and supporting in the development of new cemeteries, to ensure a sustainable cemeteries service 			
Values			
<p>Collaborate proactively. Lead inclusively. Embrace change. Be bold and curious. Celebrate and share our success.</p>			
Job specific roles and responsibilities			
<ol style="list-style-type: none"> 1. An expert knowledge of the law, rules and regulations relating to burials, cemeteries operations and memorial safety. 2. Knowledge of best practice in HR and financial management 3. In depth knowledge of procurement rules including EU requirements within a local authority setting. 4. Knowledge of businesses planning and operating in a commercial environment 5. Experience of leading innovation and change including service transformation through system change, promoting change in individual and community behaviour, and use of evidence e.g. through research and consultation, to guide service development. 6. Delivering customer focused services and service improvements managing demands and pressures on the service and tight deadlines 7. A detailed understanding of the different cultural and religious requirements related to burial, cremations and memorial arrangements. 8. Experience of working using Microsoft office suite of IT packages including spreadsheets and Cemeteries software systems 9. Make a positive contribution to the delivery of the service, this will include working flexibly and positively to achieve the objectives of the council. 10. Manage and lead staff to achieve high performance and effective operational delivery, including developing and improving staff capability. 11. Manage a customer focused service and the effective use of resources. 12. Ensure that the council's overall vision, values and ethos are central to the requirements of the service. 			

13. Support effective working relationships and act as an ambassador and advocate with external organisations
14. Keep up to date with developments in service delivery and best practice to ensure the service performs effectively and to the highest standards.
15. To manage the cemeteries grounds, church yards and buildings both inside and outside of the borough: to ensure they are of a high standard, safe and secure throughout the year. Buildings such as chapels, public toilets, site offices, yards, heavy plant, equipment and storage compounds are maintained, clean and replenished as necessary.
16. Undertake research and market engagement to identify and evaluate income opportunities for existing services and developing new services.
17. To be responsible for management of grave diggers, grounds maintenance staff, administrative support and or contractors to ensure the cemeteries are well maintained and deliver an effective burial and memorial service. Ensuring resources to meet customer, faith and operational demand.
18. To support the Head of Environmental Enterprise in effective planning and management of current and future cemetery space, ensuring and effective supply that this meets local demand and faith requirements.
19. To manage and review the Council's annual fees and charges for cemeteries. Ensuring that fees are collected and any debts managed effectively. Working with audit teams to ensure systems and procedures are in place to minimise risk.
20. To manage capital projects in relation to cemeteries infrastructure and improvement programmes, supporting the Head of Service in obtaining funding through grants and capital bids.
21. To manage any shared service cemeteries arrangements including leading on management boards and meeting and agreeing service level agreements. Ensuring that there is an effective charging mechanism and that the charges paid in accordance with the terms, including any VAT liabilities.
22. To manage and lead on community engagement, including faith groups, friends and community interest groups and users of the cemeteries.
23. To manage cemeteries data systems and legal registers to ensure accurate recording of information on digital and paper formats, that it reflects legal guidance and best practice. Including managing system suppliers and annual maintenance and support arrangement.
24. Working with the Service Management Teams to make a positive contribution to the delivery of the service, this will include working flexibly and positively to achieve the objectives of the council.
25. To receive and prioritise enquiries and complaints from members of the public, funeral directors, monumental masons and Elected Members, Processing and responding to requests under the Freedom of Information Act, Environmental Information Regulations.

Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.

Undertake any other duties commensurate with the general level of responsibility of this post.

Essential Requirements (key skills & qualifications)

1. Degree or equivalent relevant cemeteries experience
2. Institute of Cemeteries and Crematoria Management: Diploma and Full BTEC HNC in Cemetery & Crematorium Management or ICCM Certificate in Cemetery Management.

Knowledge and Qualifications

1. Evidence of significant relevant Continuing Professional Development (CPD).
2. An expert knowledge of the law, rules and regulations relating to burials, cemeteries operations and memorial safety.
3. Knowledge of best practice in HR and financial management
4. In depth knowledge of procurement rules including EU requirements within a local authority setting.
5. Knowledge of businesses planning and operating in a commercial environment
6. Experience of leading innovation and change including service transformation through system change, promoting change in individual and community behaviour, and use of evidence e.g. through research and consultation, to guide service development.
7. Delivering customer focused services and service improvements managing demands and pressures on the service and tight deadlines
8. A detailed understanding of the different cultural and religious requirements related to burial, cremations and memorial arrangements.
9. Experience of working using Microsoft office suite of IT packages including spreadsheets and Cemeteries software systems.
10. Experience of managing remote teams, external contractors and agencies and an understanding of the relevant roles and responsibilities
11. Knowledge and experience of financial forecasting, capital and revenue budget management and financial planning

Skills and Abilities

1. Leadership and management skills across diverse teams
2. Excellent interpersonal skills including face-to-face contact and telephone conversation with customers, officers and Members.
3. Ability to organise grave digging procedures and grounds maintenance staff, leading by example, mentor and support, to ensure timely burials and an excellent safe cemetery environment.
4. Expert in communicate effectively with bereaved families in an empathetic manner and respond appropriately to enquiries professional in challenging situations.
5. Able to analyse data including the use of reporting tool, to interrogate council systems on performance and for business planning.
6. A high standard of numeracy, literacy and grammatical accuracy.
7. Proven ability to effectively communicate, verbally and in plain writing, using reasoned and evidence-based arguments, with organisations and people from different backgrounds and with different levels of knowledge and understanding.
8. Proven ability to reflect and convey the organisation's values through personal actions and behaviours, e.g. a good record of work attendance, appropriate attire, and professional approach.
9. Ability to work as part of a team sharing and ideas and also able to work alone, remotely with minimal supervision. Recognising priorities and supporting in their delivery through a team effort.
10. Ability to organise, plan and prioritise demanding workloads so as to meet targets and deadlines.



Budget Responsibility N/A
Overall Headcount N/A

Within reason these key deliverables may evolve to meet service need and it is expected that the postholder will be flexible and adaptable in their delivery to meet both service and council wide needs