



# Brent

**Candidate Pack**  
**Head of Service – Registration &**  
**Bereavement Services**

## Welcome

Thank you for your interest in the role of **Head of Service – Registration & Bereavement Services** at Brent Council.

This Candidate Pack provides additional context about the role, the leadership environment and the application process. It is intended to help you understand the scope, significance and expectations of the post.

The **full Job Description**, which sets out the detailed statutory responsibilities, governance requirements and operational scope of the role, is provided as a separate document and should be read alongside this pack. You can find the link to the job description [here](#), or at the bottom of the job advert.

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## Why this role matters

The Head of Registration & Bereavement Services is a **key senior leadership role** within Brent Council, with responsibility for some of the authority's most sensitive, visible and highly regulated statutory services.

The portfolio operates at the intersection of **public trust, statutory accountability and political scrutiny**, supporting residents at some of the most significant moments of their lives, including births, marriages, citizenship and bereavement. The role carries direct statutory responsibilities, including duties as **Superintendent Registrar/Proper Officer**, and **Designated Individual under the Human Tissue Authority**.

Decisions taken within this service can have **significant legal, reputational and community impact**, and the postholder is expected to exercise sound judgement and provide assurance at senior and political levels.

The role is also central to the Council's **financial sustainability**, encompassing substantial income-generating activity and requiring a leader who can balance **commercial acumen with public service values**, dignity and sensitivity.

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## About Brent Council

Brent is one of London's most diverse boroughs, serving a population of over 330,000 residents. Within **Resident Services**, we deliver some of the Council's

most complex and high-profile statutory functions, working closely with partners, regulators and communities to ensure services are resilient, compliant and resident-focused.

To find out more about the venues and services this role oversees, please visit <https://www.brent.gov.uk/births-deaths-marriages-nationality>.

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### **About the Role**

As Head of Service – Registration & Bereavement Services, you will provide strategic leadership across **Registration & Nationality, Mortuary and Bereavement Services**, including cemeteries.

In addition to leading the service portfolio, you will hold the statutory role of **Superintendent Registrar** and act as **Designated Individual under the Human Tissue Authority**, with accountability for governance, compliance and operational assurance.

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### **Scale and Impact**

The role includes responsibility for:

- **A £7m service portfolio**
- Leadership of **49 staff** across Registration and Bereavement Services
- Services delivered **seven days a week**
- High-volume life-event activity, including births, deaths, burials and citizenship ceremonies

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### **Service structure**

The Head of Registration & Bereavement Services provides strategic leadership across Registration & Nationality, Bereavement Services (including cemeteries) and the Shared Mortuary Service.

The role has direct line management responsibility for a small senior management team, with overall leadership of approximately 49 staff across the service. The

postholder also works within a matrix management arrangement across the tri-borough Shared Mortuary Service and maintains close operational and governance relationships with coronial services and partner authorities.

## **Application Guidance**

### **How to Apply**

Please submit:

- **A supporting statement** addressing the six assessment areas set out below
- **A CV** (optional)

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### **Application Guidance – Supporting Statement**

Your supporting statement should be structured to address **each of the six areas below**. You are not expected to follow a rigid format; however, your examples should clearly demonstrate **depth of experience, senior leadership impact and professional judgement** relevant to this role.

Where possible, please draw on **recent, substantive leadership experience**, focusing on your role, actions and outcomes.

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#### **1. Strategic Leadership in High-Profile, Sensitive Services**

You should demonstrate how you have led **registration, nationality, mortuary or bereavement services** within a politically sensitive and publicly visible environment.

Please include:

- The scale and complexity of the services you led
- How you navigated political, community or media scrutiny
- How you balanced statutory compliance, service quality and reputational risk
- Your experience working with elected members and community partners

## **2. Commercial Acumen and Income Generation**

Please set out your experience of developing, growing or maximising income streams within sensitive or regulated service areas.

You may wish to cover:

- Income-generation initiatives you led or shaped
- How you ensured financial sustainability while maintaining dignity and public trust
- How you balanced income, compliance and service quality

## **3. Expertise in Statutory and Regulatory Compliance**

You should evidence strong professional knowledge of the legislative and regulatory frameworks governing registration, nationality, mortuary and bereavement services.

Your response may include:

- Experience of operating within statutory requirements for registrar services, HTA requirements, GDPR and information governance
- How you ensured compliance across teams and services
- Your role in inspections, audits or responding to regulatory findings

## **4. Organisational Change and Service Improvement**

Please describe how you have led service transformation or improvement in complex operational environments.

You may wish to include:

- Structural, digital or cultural change you led
- How you embedded new systems or ways of working
- Evidence of improved performance, efficiency or customer experience

## **5. Outstanding Communication and Stakeholder Management**

Your statement should demonstrate your ability to communicate credibly at senior levels and manage complex stakeholder relationships.

This may include:

- Working with elected members, senior officers, government departments or regulators
- Influencing across organisational or partnership boundaries
- Presenting complex or sensitive information clearly and confidently

## **6. Empathy and Customer-Focused Service Delivery**

Finally, please outline how you have led services operating at moments of **grief, vulnerability or significant life events**, while maintaining high professional standards.

You may wish to describe:

- How services were delivered with empathy and dignity
- How you supported staff in emotionally demanding environments
- How you balanced compassion with operational efficiency and accountability

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### **Important note**

Your supporting statement does not need to replicate the full Job Description. Instead, it should provide **clear, relevant evidence** of how your experience, leadership approach and professional judgement align with the six areas above.

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We are committed to ensuring a fair and inclusive recruitment process and will offer an interview to any disabled applicant who meets the 6 essential criteria for the role.

If you require any reasonable adjustments to be made at any stage of the recruitment process due to your disability, please contact us at [recruitment@brent.gov.uk](mailto:recruitment@brent.gov.uk).

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## **Key Dates**

- **Closing date:** 1 February 2026 at 23:59
- **Interview date:** 9 February 2026
- **Interview location:** Brent Civic Centre

## **Further Information**

For an informal discussion about the role, please contact Tracie McGrath - [tracie.mcgrath@brent.gov.uk](mailto:tracie.mcgrath@brent.gov.uk) .

