Post Title: Crematorium Manager

Grade: G

# Job Purpose

To promote the Council’s vision, values, aims, objectives, and priorities actively and effectively, putting our citizens first through the delivery of best value services.

Lead the day-to-day management of the Council’s Crematorium in accordance with current legislation. Ensure an efficient and accurate booking service for cremations, and that the registration of cremations complies with statutory requirements, in line with the conditions imposed under the Environmental Protection Act 1990, Part I. Ensure that the deceased are cared for and cremated in accordance with relevant legislation, so that the entire bereavement process is conducted without incident or insensitivity, and respects the religious, secular, ethnic, and cultural needs of the bereaved.

#  Individual Leadership Expectations

As an Officer of the Council, you will be expected to demonstrate our core behaviours,

linked to the following four themes:

* **Individual Leadership**: by putting our citizens and customers first, delivering against your objectives, helping to set direction, and putting forward ideas for improvements.
* **Equality Diversity & Inclusion**: by ensuring we consider the needs of all NCC citizens in our work, show respect for others, upholding and adhering to the Council’s Code of Conduct.
* **Change & Innovation**: by being creative, delivering change when needed, sharing problems, and helping to bring forward suggestions for improvements.
* **Collaboration**: by working well with others, identifying the needs of colleagues and others to deliver great services and by being a good communicator who works well with a range of audiences.

# Specific Duties

1. Lead in actively ensuring compliance with cemetery rules and regulations, and in supervising and controlling the work of contractors (including building maintenance, and funeral directors), ensuring that all work complies with relevant regulations, codes of practice, and specifications.
2. Actively lead and participate in crematorium-related duties, including conducting cremations, supporting funeral services, and working directly on the frontline with the public. This is an on-site role that requires visible leadership
3. Support the commercial development of Bereavement Services by identifying, evaluating, and pursuing new income-generating opportunities that align with the strategic objectives of the service. This includes expanding existing service offerings, exploring innovative partnerships, and responding to market trends and customer needs.
4. Develop and lead on the provision of detailed performance information for the Bereavement Services Manager, including performance targets, key performance indicators, quality standards, contract performance, and customer satisfaction metrics.
5. Ensure full adherence to Health and Safety regulations across all areas, including contractor inductions, site rules, permits to work, and risk assessments. Lead on conducting regular safety audits and inspections, and implement any resulting improvements
6. Assist in the preparation and control of revenue and capital budgets, the annual operational plan and any other specific projects in the service area. To lead on the procurement and management of Crematorium related materials and goods.
7. Deal effectively and efficiently with customer complaints and enquires relating to the Crematorium in a customer focused way and in line with NCC policies.
8. Represent the service at meetings with internal stakeholders and external organisations relevant to any activities of Bereavement Services as necessary, or as required by the Service Manager / HoS.
9. Undertake administrative duties as required across all service sites, and assist with customer consultations, as well as any special projects or initiatives.
10. Provide occasional weekend cover and be the contact person for funeral directors to accommodate out-of-hours Cremations.
11. Responsibility for the management of the Crematorium ensuring appropriate operation and that all legal requirements are adhered to, and particularly in respect of Rushcliffe Borough Council’s Licence to Operate, achieving Gold standard Charter for the Bereaved and adherence to the recycling of metals scheme.
12. Assist with business continuity, planning and implementation where required including Pandemic Flu contingencies.
13. Actively promote and embed Equality, Diversity, and Inclusion through all actions and in accordance with the organisation’s EDI strategy and objectives.
14. Contribute to our corporate responsibility in relation to climate change by taking action and limiting the carbon impact of activities within your role and championing this work.

**Numbers and grades of any staff supervised by the post holder:**

Crematorium Technician: Grade D x 4 FTE

All staff are expected to abide by the obligations set out in the Information Security Policy, IT Acceptable Use Policy and Code of Conduct in order to uphold Nottingham City Council standards in relation to the creation, management, storage and transmission of information. Information must be treated in confidence and only be used for the purposes for which it has been gathered and should not be shared except where authorised to do so. It must not be used for personal gain or benefit, nor should it be passed on to third parties who might use it in such a way All staff are expected to uphold the City Council obligations in relation to current legislation including the Data Protection Act and Freedom of Information Act.

**This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by a supervising officer, the responsibility level of any other duties should not exceed those outlined above.**

**Produced by** Ken France Head of Fleet & SHEQ Services

**Date** May 2025

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| **Job title: Crematorium Manager** |

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| AREA OF RESPONSIBILITY | **REQUIREMENT** | MEASUREMENT |
| A | **AC** | D |
| **Individual Leadership**  | Takes personal accountability for own development. |  | **🗸** |  |
| Drive and motivation, ability to deliver against challenging objectives. | 🗸 | **🗸** |  |
| **Change and Innovation**  | Confidence and ability to put forward ideas for change. |  | **🗸** |  |
| Ability to be creative, to be able to identify problems and work to create solutions. | 🗸 | **🗸** |  |
| **Collaboration**  | Evidence of working successfully in partnership across different sectors, building and maintaining good working relationships. |  | **🗸** |  |
| Evidence of actively working with others to improve collaboration internally and externally. | 🗸 | **🗸** |  |
| **Equality, Diversity, and Inclusion**  | An understanding of why it’s important to consider equality, diversity, and inclusion in all that we do. | 🗸 | **🗸** |  |
| Demonstrating personal commitment to the equality, diversity and inclusion challenges faced by our workforce and Nottingham’s people. |  |  |  |
| **Technical Skills and Knowledge**  |  | 🗸 | **🗸** |  |
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| **Qualification requirement** | Full UK Driving License The Institute of Cemetery and Crematorium Management (ICCM) | 🗸 | **🗸** | 🗸 |
| **A - Application** | **AC – Assessment Centre** | **D – Documentary** |

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