Post Title: Bereavement Services Manager

Grade: K (JE1000006059)

# Job Purpose

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

Provide strategic leadership and be accountable for the management, organisation, development, and delivery of all operational aspects of the Crematorium, Cemeteries, and Public Health Funerals. Lead the team to deliver a compassionate, efficient, and cost-effective service that aligns with corporate and departmental objectives, while meeting business, financial, and service performance targets.

Take a proactive lead in identifying and securing new commercial opportunities to support the growth and development of bereavement services and related activities. Effectively manage and deliver service contracts, ensuring high standards of performance and customer satisfaction. Build and maintain strong, collaborative relationships with both new and existing clients, ensuring that all commercial opportunities are fully explored, developed, and maximised.

# Service Leadership Expectations

As a service leader you will be expected to demonstrate our core behaviours, built around

four central themes:

* **Leading People**: by building high performing teams, empowering and motivating others and being a role model for the organisation and its values.
* **Equality Diversity & Inclusion**: by creating a culture of respect and inclusivity in the services we provide and embedded within our workforce.. Ensuring Equality, Diversity and Inclusion, are fully considered in all our decisions and we give due regard to advancing equality.
* **Change & Innovation**: by driving change and a culture of continuous improvement, exploring new and innovative ways to design and deliver our services.
* **Collaboration**: by working across boundaries, building relationships and creating joined up services to deliver the best outcomes for the people of our city.

# Specific Duties

1. Lead 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. Develop and submit competitive tenders, manage commercial contracts, and build strong relationships with stakeholders to ensure sustainable growth. Drive continuous improvement and innovation to enhance service delivery, customer satisfaction, and financial performance.
2. Accountable for cemetery operations across the city to ensure the delivery of a respectful and dignified bereavement service, in accordance with legal, policy, and industry standards. This includes the management of both operational and closed cemeteries, upholding high professional standards through effective community engagement and contractor oversight.
3. Overarching accountability for the management and performance of Public Health Funerals, ensuring their delivery in accordance with the Council’s legal duty under Section 46 of the Public Health (Control of Disease) Act 1984, relevant policies, and best industry practice.
4. Accountable for 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.
5. To collaborate with the Corporate Centre and Key Stakeholders to ensure that Resident Services’ transformation projects and programmes align with those of the wider Department and Authority as a whole and are delivered using best practice methodologies
6. To lead and manage an effective forward planning system for decisions being proposed by the Division to ensure decisions are taken in a planned and effective manner and in line with all governance frameworks to deliver the desired outcomes for the citizens of Nottingham.
7. To lead in the delivery in conjunction with the Divisional SHEQ Manager an effective SHEQ management and reporting framework (based on a balanced scorecard approach) which includes effective measures to enable the leadership team to review Quality, Health and Safety, and Environmental Considerations and demonstrate continuous improvement in delivering the Divisional strategic objectives and improved outcomes.
8. Actively promote and embed Equality, Diversity and Inclusion through all actions and in accordance with the organisation's EDI Strategy and objectives.
9. Ensure good financial management and assist in maintaining financial sustainability by adhering to the Council Financial Accountabilities Framework and Financial Regulations.
10. 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:**

Cemetery Manager North: Grade H 1 x FTE

Cemetery Manager South: Grade H 1 x FTE

Crematorium Manager: Grade G 1 x FTE

Public Health Funerals Manager: Grade I 1 x 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

## Person Specification:

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| Area of responsibility | **REQUIREMENT** | MEASUREMENT |
| A | **AC** | D |
| **Vision, Strategy and Delivery**  | Experience as a service leader in a complex organisation, with experience of;* Delivering against outcomes and creating clear objectives
* Creating a culture of continuous improvement
* Commercially aware with strong analytical skills
* Awareness of key issues in your market and for the city of Nottingham
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| **Leading** **People**  | Evidence of successfully leading teams, with experience of;* Motivating people and creating high performing services
* Empowering others to take decisions
* Successfully managing wellbeing and resilience
* Ability to plan for the future, with effective workforce planning skills
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| **Change and Innovation**  | Able to lead service through change, with experience of * Evidence of leading change programmes, bringing others on the journey with you.
* Identifying and delivering innovative service delivery models
* Able to create a culture of continuous improvement
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| **Collaboration**  | A collaborative leader, with evidence of* successfully in partnership across different sectors and fostering / harnessing partnerships.
* Able to develop a culture of collaboration.
* Political acumen and able to develop productive relationships with senior figures within an organisation
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| **Equality, Diversity and Inclusion**  | A strong focus on ability and personal commitment to equality, diversity and inclusion, with evidence of:* Delivery of inclusive services, understanding the challenges faced and how they can be overcome.
* Evidence of developing people and services/teams recognise, respect and value individual needs to achieve a culture of inclusivity.
* Demonstrating personal commitment to the equality, diversity and inclusion challenges faced by our workforce and Nottingham’s people.
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| **Technical Skills and Knowledge** |  |  |  |  |
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| **Qualification requirement** | Full Uk Driving License  |  |  |  |
| **A - Application** | **AC – Assessment Centre** | **D - Documentary Evidence** |