Job Summary

Post Title	Crematoria & Cemeteries Strategy and Compliance Manager	**Pay Grade**	Grade 9
Directorate **Service Area**	Communities Neighbourhood Services	**Line Manager**	Head of Crematoria & Cemeteries
Post Number/s	91148457	**If existing post is the post title changing? If yes state both**	No
JE/GAR reference number	COM24.46	**Work Location**	Chilterns Crematorium, site locations as required (memorial gardens, cemeteries)
Work style	Mobile	**Job Family & Role Profile**	Organisational Support and Partnering OSP09M
DBS Check Required?	No		
Politically Restricted Post?	No		

Job Purpose and Job Context

Manage and motivate a team of staff to deliver a range of high quality, value for money and consistent specialist crematoria and cemeteries support services to meet organisational requirements. Make, review and control the quality of operational service decisions, planning and organising service delivery to meet long term organisational needs and ensuring that corporate strategies are implemented.

Plan and deliver the services required in the crematoria & cemeteries service, ensuring integration with the wider Council plan and compliance with all internal and external standards. Monitor and deliver progress against plans and objectives and undertake reviews and performance measurement. Provide quality, monthly performance and management information to the required timescales and monitor supplier performance to ensure service standards improve and contract compliance, respectively. Take appropriate action to address any issues or escalate as necessary.

Lead and manage complex programmes and projects relating to the crematoria & cemeteries service, supporting organisational, financial, strategic, procurement and supplier arrangements. Work closely with relevant in-house expert teams and external specialist support to develop and maintain collaborative working

relationships with all internal & external stakeholders, service teams and external delivery suppliers aligned to strategic priorities, service delivery and customer first.

Main Responsibilities and Duties

Manage a competent, effective and motivated team of specialist staff and effectively delegate and deliver work to ensure that excellent customer service is established and delivered. Complete performance and development reviews and support recruitment, induction, development, employee relations, all HR processes and planning effectively.

Commission, research and evaluate complex data, information and feedback, identifying and interpreting issues, trends and problems to support strategic decision making. Produce, present and disseminate comprehensive reports and performance dashboards ensuring that reports and plans are reviewed regularly and updated as required and that statutory and procedural obligations are fulfilled. Manage compliance by team members effectively and identify and implement new methods of sourcing, analysing and reporting data.

Working closely with the Head of Service and Service Managers devise, lead and deliver a programme of complex programmes and projects aligned to strategic and organisational priorities, including but not limited to the development of business cases, co-ordinating project planning; tracking progress against the critical path, leading and managing risks using a risk management process, maintaining up to date project documentation including document control procedures, seeking exception approvals as required and managing and monitoring budgets. This will require identifying risks with mitigations related to external stakeholders and delivery of programmes and projects, ensuring all stakeholders are aware, engage and comply with relevant regulations and procedures.

Deliver effective financial and resource management, including equipment, people, and systems across the crematoria & cemeteries service. Ensure that finances are appropriately and efficiently managed and that value for money is maximised.

Proactively build good working relationships and communicate effectively with all stakeholders, ensuring they are engaged with the service and customer feedback is addressed. Represent the service area at partnership, public and other high-profile events, sharing best practice and maintaining or enhancing the reputation of the service and Council and ensuring that stakeholder requirements are met.

Use initiative to manage responses to complex business or politically sensitive issues within the crematoria & cemeteries service, escalating cases where unable to resolve. Make business decisions based on professional expertise, experience and analysis / evaluation of information and feedback. Assess risk and immediately deal with situations where business risk has been identified ensuring that business threatening situations are recognised, managed or escalated as appropriate.

Promote and deliver continuous improvements in all aspects of the service. Lead initiatives and develop strategies to improve service delivery and performance. Review, assess and develop strategies, procedures, policies and associated

governance frameworks within the specialist area of crematoria and cemeteries.

Co-ordinate the preparation of tenders and contracts. Lead the evaluation of complex information, developing evaluation assessment criteria and feedback. Will need to ensure all required records and information are maintained using the appropriate systems e.g. management information, risks, and InTend, which inform and support organisational decision making.

Interpret and resolve complex queries and issues. Proactively identify areas of service and contractual issues / concerns. Proactively develop and maintain good working relationships with all stakeholders whilst leading complex programmes / projects, requiring skills in negotiation, collaboration, influencing and persuasion. This will require delivery to set tolerances of cost, time, and quality criteria for end users.

Accountability

- If this role manages a budget please state the size of the budget: N/A
- If this role monitors a budget please state the size of the budget: N/A
- How many direct reports does this job have in its reporting line? Please also indicate the grade/range of the direct reports and which legacy organisation's terms this relates to. 1 x BC G7, 1 x G5
- How many indirect reports does this job have in its reporting line? 5 - 1 BC G3 / 4 BC G2

Scope for forward planning and deadlines

Planning & deadline requirements (tick all that apply):	✓	**Provide Job Specific Examples**
Up to 3 months	✓	Delivery of purchase of specialist crematorium equipment such as DeNOx abatement.
1 year	✓	Delivery of 15-year maintenance contracts for cremators and ancillary equipment.
3-5 years	✓	Delivery of large capital projects such as a new build crematorium facility

Values and Behaviours

We expect your values and behaviours to reflect the values of the organisation:

Proud

- Perform to your best every day
- Cares about delivering the role and setting high standards
- Upholds the reputation of the service and the wider Council

Ambitious

- Ambitious to learn, develop and fulfil potential
- Ambitious to do things better
- Solution focused looking for suitable resolutions

Collaborative

- Effectively engages with others sharing ideas and solutions
- Able to look at things from different perspectives
- Happy to work with others to achieve outcomes

Trustworthy

- Accountable for actions
- Behaves professionally and to professional standards
- Quick to respond and show initiative

The following criteria will be assessed from information provided on your completed application form, during the shortlisting and assessment process, and from your references.

Knowledge, Skills and Experience ***(taken from role profile to complete)***	**Job Specific Examples**	**Essential**	**Desirable**
Excellent leadership skills to inspire, motivate and develop team members to high levels of performance.	Development of team of specialist staff to deliver excellent customer service and to maximise income opportunities	✓	
Substantial relevant experience with expert knowledge in the specialist field of project / programme management within crematoria & cemeteries services.	Delivering specialist projects and programmes to agreed specification, timescales and budgets.	✓	
Relevant experience and knowledge from working in a cemeteries and crematoria area, demonstrating knowledge, as well as understanding of legislation, regulations, systems, policies, procedures, professional guidelines, best practice and emerging developments.	Delivering continuous improvement in all areas of service delivery and ensuring compliance with all industry and corporate policies and requirements.	✓	
Authority and credibility to build relationships, influence and engage successfully with colleagues, partners, providers and stakeholder at all levels in complex or politically sensitive situations.	Manage responses to complex business or politically sensitive issues, build good working relationships and communicate effectively with stakeholders and Members ensuring they are engaged with the service.	✓	
Experience of developing service procedures and policies and contributing to strategy development.	Developing and implementing project management frameworks and associated documentation and monitoring processes. Lead on service improvement and best practice delivery.	✓	
Excellent time management skills and proven ability to manage a complex workload, prioritise and set deadlines and cope with conflicting and changing demands with the ability to work under pressure.	Ability to deliver complex data and reports to agreed timescales	✓	
Excellent planning and organisational skills, to manage a range of complex activities and to achieve given targets and objectives.	Delivery of project milestones in accordance with critical path, able to respond to changing demands and reprioritise work programmes and workload as required.	✓	
Excellent communication, interpersonal and influencing skills.	Communicate with diverse internal and external contacts, to represent cemeteries and crematoria activities, provide expert advice, guidance and support on complex issues.	✓	

Effectively plan and manage budgets and resources and contract management experience.	Monitor financial transactions, debt recovery, budgets and contracts and responsibility for reporting on financial variances.	✓	
Excellent ICT skills including use of standard Microsoft applications and specialist systems	Demonstrate proven experience and ability of being an ICT user including spreadsheets, projects, databases, presentations, email, web-based applications, and specialist systems.	✓	
Qualifications ***(taken from role profile to complete)***		**Essential**	**Desirable**
Educated to degree standard or equivalent or a relevant professional qualification, and/or significant relevant experience of at least 5 years.		✓	
PRINCE2 practitioner or recognised project management qualification		✓	
Relevant professional/vocational qualification			✓
Other Requirements		**Essential**	**Desirable**
A full driving license required to be able to carry out the role		✓	
Where the role is customer-facing and the post holder is required to speak to members of the public, the ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.		Y	
This post is covered by the Rehabilitation of Offenders Act 1974 and therefore applicants are required to declare: • All unspent cautions and/or unspent convictions For further information on how long it takes for cautions and convictions cautions to become spent, please refer to our guide on the Rehabilitation of Offenders Act 1974 (updated 2023) | Nacro		Y	

This job summary is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances, in discussion with the post holder. This job summary is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and ongoing discussions with the designated manager.