**Job Description**

**Job Title: Job Title:** Bereavement Services Manager

**Grade:**  9

**Directorate:** Neighbourhoods

**Service:** Environmental Services

**Responsible To:** Senior Manager for Environmental Services

1. **Purpose**

1.1 To lead the transition of the service and development of the new crematorium in the city.

* 1. To manage and lead the delivery of a high-quality bereavement service and ensure that the Council meets all it’s legal obligations in relation to burials and cremations.
	2. To be responsible for the management of Sunderland Crematorium and ten cemeteries.

1.4 To be a key player in project management and service development opportunities providing specialist knowledge and expertise in the development of the new crematorium.

1. **Key Responsibilities**

2.1 To manage capital projects including budgetary management as well as compliance with procurement and financial regulations.

2.2 To manage and lead the work of bereavement and grounds maintenance staff by providing leadership and direction to members of the team, ensuring the delivery of an efficient and effective service, including the management of risk and business continuity planning, in line with relevant legislative requirements.

2.3 To be responsible for the interpretation, implementation and compliance with all relevant legislation and codes of practice relating to cremations and burials. To be also responsible for the monitoring and continuous review of legislation and codes of practice, taking necessary actions and implement revised procedures when required.

2.4 To promote and champion a positive organisation-wide culture that reflects the Council’s values of Respect, Enable and Innovate.

2.5 To develop and implement performance management measures and long-term service improvements that will enable us to meet the needs of both the council and customers.

2.6 To identify, develop and progress potential generation of additional revenue.

2.7 To identify and lead on service developments and long-term projects from inception to completion.

2.8 To develop, in accordance with the Council’s policies, an on-going service development programme and associated business plan.

2.9 To research, fully understand and develop the service provision to enable us to meet the needs and cultural expectations of different client groups. To liaise with funeral directors, ministers of religion and faith group leaders with regarding cremations and burials.

2.10 To develop relevant performance indicators and to establish an associated summary reporting system.

2.11 To have a full understanding of the continuing impact of the sensitive working environment on the team and service users.

2.12 To be able to be responsive to the emotional demands placed on the post holder from service users and to provide suitable support and signposting as required.

2.13 To recognise and manage the emotional impact on the team from dealing with sensitive issues by having an empathetic approach as well as providing appropriate guidance and support.

2.14 To establish appropriate and on-going meeting and communication structures for user groups such as funeral directors, faith groups and other stakeholders.

2.15 To continuously review, analyse and report on all relevant sector related research and associated trends and to participate in the sector’s regional association forums and associated activities as appropriate.

2.16 To keep abreast of all IT based developments within the bereavement sector to ensure the functions of the service are effectively co-ordinated and deployed including the development and use of relevant technologies.

2.17 To attend meetings as and when required which may be outside of normal working hours.

2.18 To develop meaningful working relationships with other service areas, Councils, relevant external agencies and bodies, and to benchmark other Authorities and external agencies to ensure that the service not only meets the required standards and quality but is at the leading edge of innovation and change within the relevant Bereavement sector.

2.19 To be responsible for all service income and expenditure and to ensure that day-to-day service targets are met, fees and charges are set appropriately and consistently and that the Financial Regulations are complied with.

2.20 To understand and manage the financial and resource implications relating to service developments.

2.21 To support senior managers by providing data/information and drafting reports for Environmental Services Management team meetings, Committee, Cabinet and other member groups as and when required. To also provide relevant data/information/reports to external stakeholders and interested parties.

2.22 To provide a structured and co-ordinated staff training plan to assist in attaining the objectives of the service.

2.23 Ensure service requests and complaints are dealt with promptly and effectively, in accordance with Council’s policies and procedures.

2.24 Acts to ensure the maintenance of good employee relations by consultation and liaison with employees and their trade union representatives.

1. **Other Duties**

3.1 The post holder must carry out their duties with full regard to the Council’s Equal Opportunities Policy, Code of Conduct and all other Council Policies.

3.2 The post holder must comply with the Council’s Health and safety rules and regulations and with Health and safety legislation, and work in accordance with the service’s risk assessments / safe systems of work.

3.3 The post holder must act in compliance with data protection principles in respecting the privacy of personal information held by the Council.

3.4 The post holder must comply with the principles of the Freedom of Information Act 2000 in relation to the management of Council records and information.

3.5 To comply with the principles and requirements of the Data Protection Act 2018 and GDPR in relation to the management of Council records and information, and respect the privacy of personal information held by the Council.

Date: September 2019