# Job Description

POST TITLE: Manager

DEPARTMENT: Amber Valley Memorial Park & Crematorium

HOURS: Full-time (40 hours a week)

RESPONSIBLE TO: Operations Director

SALARY: £29,500 per annum

Memoria is one of the UK’s leading Crematoria providers and we have an exciting opportunity to lead our team at our Amber Valley facility in Swanwick, Derbyshire.

## Job Purpose

Reporting to the Operations Director you will be responsible for leading a small team of 4 in delivering outstanding service levels across all disciplines on site. You will receive full training in all functional areas to ensure that our processes conform in all respects with current statutes, local authority regulations and ICCM guidelines, and with Amber Valley Memorial Park and Crematorium company policy.

This is a client facing role so you must have a proven track record of being able to deliver exceptional levels of service whilst being respectful of visitors to our site. You will be computer literate and have a good working knowledge of CRM systems and MS Office Suite, especially Excel.

## Your Principle Contacts Will Be:

* General Public
* Funeral Directors
* Company Directors
* Company service engineers
* Medical Practitioners
* Coroners
* Registrars (of Death)
* Clergy
* Contractors/Suppliers

## Management Responsibilities

To be the Crematorium 'proper officer' for its cremation function and in that capacity to secure the effective implementation of all the statutory duties of the crematorium and all other relevant cremation legislation to ensure the management and control of the crematorium including:

1. Under Section 17 of the Cremation Regulations 1930 to be the 'proper officer' for the Registration of Cremations at the Crematorium.
2. To be the 'proper officer' for discharge of the functions required under the Environmental Protection Act 1990 and subsequent legislation, reporting any changes necessary to policy, procedure and facilities in order to meet any new or revised statute obligations
3. To install, monitor and oversee all systems within the service covering Health and Safety, staff recruitment, appraisals, performance and training in consultation.
4. To ensure, the maintenance of high standards in the upkeep of all areas of the facility especially the chapel, remembrance rooms and gardens of remembrance.
5. To ensure, that all plant and equipment is maintained to a high standard and in accordance with all relevant Health and Safety legislation.
6. To ensure strict adherence to the 'Requirements relating to cremation’ as laid down by the Institute of Cemetery & Crematorium Management in their ‘Guiding Principles’ of the Charter for the Bereaved.
7. To oversee the correct identity, records and safe-keeping of all cremated remains ensuring that final disposal is in line with instructions of the ‘applicant’ for cremation.
8. To oversee the keeping of cremation records, as required by statute law, and records with respect to memorialisation using computer software.
9. To assist in the preparing and monitoring of the annual budget for Amber Valley Memorial Park, and to be primarily responsible for the achievement of its cost and revenue targets.
10. To be responsible for receipting and recording daily income and ensuring its safe custody and arrangements for banking
11. To order supplies as required in line with any standing orders, ensuring value for money, and certifying accounts for payment.
12. To oversee the sale of after service memorials.
13. To assist personal callers to the crematorium office concerning arrangements for funeral services, advice on memorials and records.
14. To oversee and manage staff overtime and TOIL.
15. To manage the interchangeability of all roles on the site in order to achieve maximum efficiency within the Memoria standards.
16. To ensure all cremator service records are kept up to date.

## Person Specification Criteria

### Skills/Abilities/Knowledge

1. Ability to communicate effectively in a sensitive, compassionate, and confidential manner with customers in person or on the telephone and display a customer-focused approach to service delivery.
2. Ability to communicate effectively with staff, to organise and prioritise workloads and to lead, motivate, develop and train staff.
3. Ability to introduce innovations and changes in response to legislative developments and competition.
4. Ability to demonstrate an understanding of why equal opportunities is important in employment and provision of services.
5. Ability to demonstrate an understanding of why customer care is important in employment and the provision of services.
6. Ability to work as a member of a team.
7. Ability to follow established statutory and office procedures.
8. Ability to communicate effectively in writing and to make and maintain accurate records in legible script and with the use of IT systems.
9. Numeracy skills sufficient to monitor budgets and deal with cash handling, recording and banking.
10. Ability to understand the uses of information technology, use and input data onto IT systems.

## Out of Hours Responsibilities

1. Overseeing Memorial Services

2. Overseeing funeral services booked for Saturday, Sunday or Bank Holidays.

3 Overseeing 24-hour funeral booking facility.

4 Overseeing intruder alarm call-out.

5. Overseeing out of hours emails sent to the site

## Key Competencies

* Client focus
* Ability to work to deadlines
* Excellent organisational skills
* Attention to detail
* Good communication skills
* People management
* Self-management
* Team working
* Adaptability
* Problem solving
* Integrity, sensitivity and commitment