



## Regional Crematorium Manager Job Description

<b>Job title:</b>	Regional Crematorium Manager
<b>Reporting to:</b>	Managing Director
<b>Direct Reports:</b>	Crematorium Site Managers (currently 4 employees) Third party contractors and suppliers
<b>Indirect Reports:</b>	All employees (Gardeners, Cremators, Administrators, Maintenance) accept the Head Office Teams and Executive Management Team
<b>Location:</b>	Golders Green Head Office but frequent travel (at least once a month) to all the LCC sites is required

### Overall Purpose

Responsible for service delivery across the organisation, ensuring we deliver exceptional quality services to our customers and to the right standards in a healthy and safe environment.

Has full management responsibility for overseeing all site staff, budgets, health and safety practices and operations. Will participate in formulating overall strategy and establish central policies.

### Responsibilities

Performance manage the Crematorium Site Managers to ensure they deliver a professional and effective service. Carry out regular performance conversations and reviews and ensure they receive the appropriate level of training, coaching and guidance and are engaged and motivated at work. Ensure this is happening for all non-direct reports too.

Maintain a clear understanding of the financial performance of each site and work with the Crematorium Managers to ensure changes are made to optimise the financial performance of their site.

Work with the Crematorium Managers to ensure best practice is applied consistently across the Company. Engender a culture of mutual support and respect and working together as a management team, taking in to account the challenges of working in different geographical areas.

Ensure that all Crematoriums, either owned or operated by the Company, conform to all necessary statutory requirements and operate to maximum efficiency. Keep abreast of all legislation as it affects the administration and operation of Crematoriums, and communicate this to all concerned as appropriate.

Ensure appropriate procedures are in place and regularly reviewed. Whenever possible ensure there is one procedure for the whole Company and that all sites are consistently applying best practice. Create and manage working parties to achieve this.

With the Managing Director be responsible for the Company wide memorialisation and the generation of new products and schemes, to ensure continued income to the Company. Streamline this area of the business, review what is in place and create appropriate policies and procedures.

Prepare, manage and control the budget necessary to implement the duties as defined.

Project manage specific projects on an ad hoc basis as agreed with the Managing Director.

Communicate regularly with the Managing Director, including monthly reporting. Be an active member of the executive management team, attending regular meetings and work collaboratively with other members of the team.

Overall responsibility for the Health and Safety of each Site. Ensure the Health and Safety policy is adhered to and communicated to everyone. Ensure Crematorium Managers have the appropriate audit trails in place regarding health and safety, including adequate risk assessments and safe working procedures.

Ensure Site Managers keep a record of accidents and investigate accidents or near-misses, or appoint a third-party to do so. Ensure any recommendations to prevent recurrence are implemented. Report Injuries, Diseases and Dangerous Occurrences in line with RIDDOR reporting.

Ensure each site manages and maintains a COSHH database, ensuring COSHH data sheets are available and that effective Risk Assessment is in place.

Organise, prepare and assist with Health and Safety inspection and Audit.

Ensure Crematorium Managers appoint cost effective and competent third parties, such as maintenance contractors, builder, plumbers, electricians etc. Ensure necessary due diligence is carried out and that those appointed are managed effectively.

Oversee the supply, purchase and maintenance, in conjunction with the Crematorium Managers, of major items of equipment.

Work closely with the Crematorium Managers to ensure that equipment is inspected and serviced in line with environmental legislation.

**The above is not an exhaustive list, and the job holder will be required to carry out other reasonable duties as and when required.**