



Job Profile

July 2026

JOB TITLE:	Bereavement Manager
GRADE:	POE
POST NO:	TBC
JOB TIER:	4 (Team Manager)
DBS CHECK:	None
DIRECTORATE:	Environment Services
DEPARTMENT:	Bereavement Services

REPORTING STRUCTURE

Reports to:	Head of Green and Waste services
Direct Reports:	Up to 8
Indirect Reports:	Up to 32

ROLE PURPOSE:

To provide strategic leadership, direction and management of the Council's Bereavement Services, including cemeteries, crematorium operations and associated administrative functions. The postholder is responsible for ensuring the delivery of safe, compliant, financially sustainable and customer-focused services whilst driving continuous improvement, commercial development and service modernisation.

The role acts as the Council's lead professional adviser on bereavement services and is accountable for service performance, budget management, partnership arrangements, workforce development, legislative compliance and the achievement of corporate objectives. The postholder will lead service transformation and provide strategic advice to senior management and elected Members on matters affecting the future provision of bereavement services.

Job Description

1. People Management

- Visual leadership within the service area, demonstrating core behaviours to increase accountability, pride and purpose amongst the team. Delivering an open-door engagement principle supporting and managing workforce relationships
- Direct responsibility for the management of Office Manager and Operations Manager.
- Indirect responsibility for the team responsible for bereavement services provision, including both operational and administrative team members
- Ensure all team members receive the appropriate level of communication to maintain engagement with the Council's vision, priorities and activities.
- Actively engage in 'return to the floor' activities ensuring a true understanding of the service, local complications and informing service decisions, and assisting in meaningful change management.
- Responsible for a cohesive culture within the bereavement service, which supports our service users, delivers a compassionate and professional service, based on respect and dignity. Provide clear connection to the organisation's principles in behaviours, embedding them into everyday task and activities.

- Manage staff in line with Council policy and procedures, supporting staff to be successful in the role. Managing poor performance, absence and behavioural issues swiftly and in alignment to policy.
- Clear management metrics for all staff and provide regular opportunities to feedback on performance, offering any required support or procedure to meet targets.
- Develop flexibility throughout the team allowing response to change in priorities and demands. Providing clear instructions regarding shift completion, responsibilities and accountabilities for each team member
- Provide guidance and feedback to team members through one-to-one processes and appraisal. Utilising this mechanism to set objectives, measure performance and agree development requirements.
- Manage training matrix enabling safe, competent and confident skilled staff. Providing regular refresher training and industry updates, as well as networking and exposure opportunities.
- Manage workforce training and exposure to tasks, which allow and develop a multi-skilled and functionable team, supporting business contingency and continuity.

2. Customer Management

- Own Bereavement Business Plan actions, performance and commitments, adhering to delivery timescales and objectives.
- Deliver exceptional Customer Relationship Management, embedding high standard customer experience into all activities, within the bereavement service.
- Manage complaints in alignment to corporate policy and procedures, providing effective and resolution offering responses, and internal lessons learnt reviews to reduce reoccurrences.
- Develop digital platform enabling self-serve options for our service users, achieving simplification in booking and purchase processes.
- Manage Inter Authority Agreement between Hillingdon and Harrow Local Authorities effectively, embedding open book accounting, performance management
- Lead the strategic partnership between Hillingdon and Harrow Councils, ensuring delivery of contractual obligations, financial performance, governance requirements and service outcomes.

- Negotiate service developments, performance improvements and future arrangements with partner organisations.
- Develop effective customer booking system schedule, reducing walk in disruptions, and create a focussed, time bound alternative.
- Develop professional relationships with all stake holders, operating a service area model which listens to feedback, and shares opportunities for improvement and innovation.
- Support customers through their bereavement, ensuring that all bereavement policies and legislation are adhered to and communicated.

3. Service Delivery

- Provide service plans which direct and inform delivery priorities and embed them into the service delivery schedule, allowing for accurate forecast, compliance and a sustainable operating model for staff and service users.
- Effective optimisation of service schedules, chapel service, burials and cremations. Delivering maximum availability for use and income generation
- Accurate management of end-to-end processes within the service, adhering to milestones and compliance.
- Collaborate with colleagues to drive the service forward through data and digital platforms, streamlining process and procedures.
- Recognise service users' requirements, through trend and thematic analysis, developing the service accordingly
- Sensitive and compliant management of data captured through the bereavement service, adherence to required reporting requirements
- Manage limitations which impact on future burial space and adherence to legislative obligation within cemetery grounds.
- Operate a safe and lawful bereavement service, adherence to Health and Safety law, local authority cemetery orders and further associated controls.
- Operate service records and activities through digital platforms, including business intelligence and bereavement specialist software. Ensuring accurate record keeping with the ability to support the service adequately at times of enquiries and investigation. (Freedom of Information)

- Own service performance, through available data and analysis, implementing required procedures and processes, where appropriate, aligning to corporate policy.
- Own and Manage all Health and Safety, Legislative compliance and information provision to protect team members, service users and the organisation. Communicating all required changes, controls and escalate as necessary.
- Manage change and decision-making processes in alignment to democratic regulations, and timescales. Applying structure and stability to decision-making processes.
- Drive service through KPI's outlined in the inter authority agreement and best practice, performing regular audits and review, and provide accurate and constructive guidance and feedback.
- Prepare and present reports, business cases and recommendations to Cabinet Members, Corporate Management Team and Council committees.
- Provide professional advice to elected Members on policy, operational and strategic matters relating to bereavement services.
- Lead responses to significant complaints, Ombudsman enquiries, Freedom of Information requests and media enquiries.

4. Service Planning & Development

- Understand and deliver business plan for the crematorium and generate an effective long term management plan for the cemeteries and burial space availability.
- Deliver agreed KPI's within the Inter Authority Agreement, linked to finance, service and operational performance.
- Manage all gateways linked to customer engagement, process management and income generations.
- Develop a system driven team which understands compliance, process and procedures, and the importance of knowledge sharing.
- Develop and utilise Business intelligence data enabling detailed review of service area performance. Apply this data to service review and enhancements, and reporting
- Reduce idle time through effective schedule planning and delivery and overall service planning, encompassing all aspects of bereavement service delivery.

- Manage the Business Continuity Plan (BCP) for both cemetery and crematorium grounds. Review on an annual basis or when methodology change occurs.
- Develop and implement the long-term strategic direction for Bereavement Services, ensuring alignment with corporate priorities, demographic trends and legislative developments.
- Act as the Council's professional lead and subject matter expert on bereavement services, advising senior officers and elected members on significant issues, risks and opportunities.
- Lead the continuous modernisation of bereavement services through service redesign, technological innovation and commercial development opportunities.

5. Financial & Resource Management

- Deliver continual accurate finance management, covering all fiscal activities, including revenue, capital, grants and income generation.
- Perform regular monitoring of finance performance, escalate any issues. Develop sustainable growth, and savings proposals to support the organisation
- Perform annual fees and charges reviews, in a well timed and informed manner, ensuring all recommendations and uplifts are provided to service users swiftly, in avoidance of delay in uplift application.
- Provide and manage data (BI) to inform future income and expenditure profiles, assisting the organisation in financial stability
- Compliant management of fees and charges, ensuring all costs are recovered as corporately expected.
- Manage and challenge expenditure in a controlled and programmed manner, align all spends to the corporate procedures and compliance with procurement regulations.
- Perform bench marking to ensure the service is competitive, offers value for money, and innovation. Identify and present opportunities, in alignment to democratic and decision-making procedures.
- Manage finance recovery process for aged debt and expenditure which is supported through government policy i.e. Child funeral funds
- Actively seek efficiencies within the service areas which offer income generation and expenditure reduction

- Design a collaborative approach to reconciliation of accounts and upfront payment mechanisms. Utilising specialist resource from corporate recovery, finance and fraud teams within the organisation, as required.
- Resource the service area effectively, providing a multi-skilled establishment, reducing points of failure.
- Own the management of assets within the bereavement area, providing clear guidelines on legislative parameters, such as burial space encroachment, and intercept these issues and resolve.
- Hold full responsibility for the management and monitoring of the Bereavement Services revenue and capital budgets of up to £8m, ensuring financial sustainability and achievement of income targets.
- Lead the development of annual budget proposals, savings programmes, fee reviews and commercial initiatives.
- Authorise expenditure in accordance with Council financial regulations and delegated authority.

6. Continuous Improvement

- Participate in the continual review of the bereavement improvement plan, supporting the service to deliver on specific milestones and objectives.
- Manage and participate in digital enhancements within the bereavement service area, recognising enhancement and efficiencies through data and digital enablement.
- Develop a team committed to continual development and enhancement for our service users. Providing continual feedback and lesson learnt, as a built-in element of the team culture.
- Promote team involvement in industry updates, and best practice opportunity and opportunities. Allowing for a bigger picture vision for the service area and talent within the team.
- Manage the implementation of improvement initiatives and change programmes using the Council's Project Management and Service Improvement methodologies.

7. Risk, Compliance and Governance

The role has responsibility for:

- Statutory compliance with all crematorium, cemetery, environmental, health and safety and local government legislation.
- Maintaining regulatory assurance frameworks and audit compliance.
- Ownership of service risk registers and mitigation plans.
- Leading investigations into serious incidents and service failures.

8. Contacts

- Primary contacts:
 - Head of service
 - Financial Business Partners
 - HR Colleagues
 - Medical Referees
 - NHS representatives
 - Members of the public
 - Faith members
 - Procurement specialists
 - Funeral directors
- Secondary contacts:
 - Service providers
 - Facilities management colleagues
 - Environment service colleagues

9. Additional Responsibilities

- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.

10. KEY PERFORMANCE INDICATORS

- Delivery of agreed financial performance
- Delivery of Inter Authority Agreement KPI's
- Staff performance & productivity metrics.

B. Person Specification

Bereavement Manager

This person specification will be used for recruitment to this post. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL ✓	DESIRABLE ✓
Educated to degree level or equivalent relevant experience	✓	
Membership of a relevant professional body.		✓
Relevant qualification or equivalent relevant experience (ICCM)	✓	
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL ✓	DESIRABLE ✓
Work Flexibly to meet the needs of the service including attending Council meetings and presentations with the public outside working hours.	✓	
Hold a current UK Drivers Licence or equivalent and have vehicle available for use at all times. + Ability to tow trailers	✓	
Able to fully access buildings/building sites/ rough ground in order to carry out aspects of the role.	✓	
3. EXPERIENCE	ESSENTIAL ✓	DESIRABLE ✓
Experience of managing a commercial entity, and control of finance up to £8 million	✓	
Experience of managing projects with an understand of critical pathways, key milestones and scope adherence	✓	
Experience of managing a diverse team and service function and create sense of purpose and cohesion	✓	
Experience of adopting and delivering action plans from a business plan and forecast	✓	
Experience of providing transformational change through data analysis and effective change management	✓	
Experience of effective and meaningful stake holder engagement and management	✓	
Experience of developing a strong understanding of service function, which is not your subject matter, at pace	✓	
Experience of identifying poor performing areas and introducing resolve and mitigations	✓	
Experience of managing a multi-facetted service area, with competing demands and priorities	✓	
4. KNOWLEDGE AND SKILLS	ESSENTIAL ✓	DESIRABLE ✓
Knowledge and skilled in creating positive long term business relations, aligning to corporate objectives	✓	
Skilled at identifying opportunity and creating a mutual 'buy-in' with team members to achieve realisation	✓	
Skilled in the introduction of digital process and systems into a service area, and achieve benefit realisation	✓	
Skilled in managing risk, implementing mitigations and performing necessary actions to address non-compliance	✓	
Skilled in generating trust and purpose amongst the workforce, outlining clear objectives and providing the required support and review	✓	

Skilled in the provision of a communication plan, able to reach all recipients effectively and with purpose and meaning	✓	
Skilled with time management, and process review which protects the service area and organisation	✓	
Skilled in the continual review of service area performance statistics, and able to perform required management procedures	✓	
Skilled in the ability to identify efficiencies and apply required change management and procedure review, and embed changes	✓	
Highly numerate and IT literate, able to work effectively with the Microsoft Office suite of applications and bereavement industry specific software	✓	
Ability to assess risk and promote risk awareness without being risk averse.	✓	
Demonstrates a strong commitment to equality and diversity.	✓	
Knowledge of the Councils standing orders and reports.	✓	
Extensive knowledge of team building and understanding the impacts of strategy on existing operational services	✓	
5. COMPETENCIES	ESSENTIAL ✓	DESIRABLE ✓
“Can do” positive attitude Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking.	✓	
Takes responsibility and delivers results Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions.	✓	
Team working Acts as a role model to others in the team, sharing knowledge and experience when necessary, whilst respecting and valuing the contribution other team members' experiences can bring.	✓	
Communication Demonstrates well developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences.	✓	
Customer Care Develops contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision.	✓	
Takes ownership of personal development Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance.	✓	