

Job Profile template

**Employee**

**JOB TITLE:** Office Manager

**GRADE:** SO2

**POST NO:**  22994

**JOB TIER:**  [insert Tier]

**DBS CHECK:** Standard

**DIRECTORATE:** Crematorium

**SERVICE:**  Place

**REPORTING STRUCTURE** [refer to Appendix 1 for Org Chart]

**Reports to:** Crematorium Manager

**Direct Reports:** 5

**Indirect Reports:** 3

**ROLE PURPOSE:**

The Office Manager plays a pivotal role in ensuring the delivery of a high-quality administrative service at the Crematorium, with a strong emphasis on operational excellence and compassionate service. Central to this role is the leadership and management of the Administrative Team, including responsibilities for recruitment, onboarding, and continuous training in collaboration with the Crematorium Manager & Registrar. The Office Manager is also tasked with conducting annual performance appraisals, identifying training needs, and supporting professional development to maintain high standards. Acting as Deputy during the absence of the Crematorium Manager & Registrar, the Office Manager ensures continuity of leadership and service delivery. Daily duties include overseeing the administrative operations, validating and securely handling income, managing correspondence, and maintaining both statutory and non-statutory records. The role also involves safeguarding critical documentation such as memorialisation records, compliments and complaints logs, and inventories. Furthermore, the Office Manager is expected to identify and propose improvements to administrative systems and processes, fostering a culture of innovation and efficiency, while upholding the core value of ‘putting our residents first’.

Job Description

**1. Resident & Community Contribution**

* Provide a customer centric service, which offers, sensitivity, efficiency and support for all visitors, including residents and bereaved families.
* Organise chapel services and witness scattering of cremated remains, supporting residents during emotionally significant moments.
* Support community events such as the Annual Remembrance Service, Easter, Christmas, and other commemorative occasions.
* Demonstrates behaviours aligned to the Council’s customer care standards to deliver the vision of ‘putting our residents first’.

**2. People Management**

* Responsible for the recruitment, training, and performance management of the administrative team (3 FTEs).
* Perform annual appraisals and ensures ongoing staff development and training.
* Introduce and manage scheduled team meetings, highlighting and informing team members of corporate and local items
* Maintains a safe and healthy working environment in line with Health & Safety legislation.
* Ensures team members maintain a customer-focused approach and uphold client confidentiality.
* To ensure all team members receive the appropriate level of communication to maintain engagement with the Council’s vision, priorities and activities.
* To be responsible for maintaining a safe and healthy working environment in line with Health & Safety at Work Act (1974).

**3. Operational Service Delivery**

* Manages the day-to-day operations of the administrative service, including income validation, document custody, and correspondence.
* Deputises for the Crematorium Manager & Registrar in their absence.
* Coordinates temporary deposit arrangements for cremated remains.
* Maintains office areas to a high standard and ensures smooth administrative coverage.

**4. Service Planning & Development**

* Ensure that an annual team plan, aligned to the group / service plan(s), is developed, agreed and communicated to team members in a timely manner.
* Ensure clear Service Level Agreements (SLA’s) are in place where appropriate, covering all aspects of service delivery with performance and response levels, together with the escalation process if SLA’s are not met.
* Maintain a current service workforce plan including a succession plan for all key roles within own team.
* Identifies and proposes improvements to systems and processes to streamline services.
* Assists in organising tours and special events, enhancing community engagement.

**5. Financial & Resource Management**

* To ensure all purchasing and procurement is conducted in line with the corporate guidelines with appropriate use of the Council’s financial systems.
* To ensure that all workforce expenditure is compliant with corporate guidance and that any temporary resource is purchased through the Council’s agency contracts.
* Assists the Crematorium Manager with budgetary management, invoicing, and income generation.
* Ensures procurement and financial procedures comply with council policies.
* Manages supplies and stationery stocks efficiently.

**6. Service Improvement**

* Implement continuous monitoring of team and individual performance and productivity to ensure the delivery of Service Level Agreements (SLA’s) are optimised.
* Manage the implementation of improvement initiatives and change programmes using the Council’s project management and service Improvement methodologies.
* Monitors team performance and productivity to meet service standards.
* Implements improvements and supports change initiatives aligned with council methodologies.

 **7. Contacts**

* Primary contact will be with other officers within the Council, and service users / residents and their representative bodies. To include who the contacts are and nature of interaction.
* Internal: Crematorium employees, Joint Committee’s Honorary Officers, Elected Members.
* External: Funeral Directors, Medical Referees, Clergy, Organists, General Public, Contractors/Suppliers.
* Maintains professional relationships and ensures effective communication with all stakeholders.

**8. Additional Responsibilities**

* Undertake other reasonable tasks in order to fulfil role purpose or as instructed by management.
* You may be required to undertake periods of on call which are related to your role
* Ensures compliance with council procedures in contracts and tenders.

**9. Key Performance Indicators**

* High customer satisfaction rates.
* Accuracy and integrity of record keeping.
* Achievement of financial objectives

Person Specification

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

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| **1. QUALIFICATIONS** (list) | **ESSENTIAL** | **DESIRABLE** |
| NVQ 3 in Customer Service or willingness to study | **✓** |  |
| **2. STATUTORY or ROLE SPECIFIC REQUIREMENTS**(describe) | **ESSENTIAL** | **DESIRABLE** |
| Knowledge of bereavement servicesUnderstanding of Health & Safety regulations | **✓** | **✓** |
| **3. EXPERIENCE****(**describe) | **ESSENTIAL** | **DESIRABLE** |
| 2+ years in front line services or customer centric role2+ years in managerial/supervisory role | **✓****✓** |  |
| **4. KNOWLEDGE & SKILLS**(list) | **ESSENTIAL** | **DESIRABLE** |
| Windows-based systemsFinance and accounting software systemsAbility to work unsupervised and make decisionsStrong communication and listening skills | **✓****✓****✓****✓** |  |

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| **Our values** |
| **Respect**We appreciate what makes us different and include everyone. * We recognise that we all have unique talents, skills and experiences.
* We provide a professional service to our residents and colleagues and lead by example.
* We celebrate diversity and ensure our working practices are inclusive.
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| **Collaborative** We believe in the power of working together.* We work collaboratively as one council.
* We promote creativity and innovation to improve outcomes for all.
* We recognise the strength of sharing knowledge and experience.
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| **Efficient** We deliver the best possible outcome by carefully managing our resources. * We are empowered to deliver the most efficient outcome.
* We harness new technology and tools to deliver our services efficiently.
* We look after our finances and maximise value for money for residents.
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| **Integrity**There is no gap between what we say and do. * We choose what is right over what is easy.
* We trust and support each other to get the job done.
* We are responsible and accountable for our actions, both good and bad.
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| **Open and honest**We are transparent in the actions and decisions we take. ​​​* We provide a safe space to have truthful discussions in a positive way.
* We encourage constructive feedback without fear of judgement.
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Appendix 1

**Organisational Chart**

[insert Organisational Chart if available]