

The London Cremation Company



Job Title: General Manager and Registrar

Contract Type: Permanent, full-time position

Salary: £40,000 - £45,000 per annum plus £5,500 car allowance. Salary will be dependent upon experience and qualifications

Location : The Garden of England Crematorium, Sheppey Way, Bobbing, Sittingbourne, Kent, ME9 8GZ. Some travel will be required.

About Us

The London Cremation Company (The LCC) is proud to have shaped the development of cremations since 1900, when it was formed by the Cremation Society of Great Britain. The first crematorium in Great Britain was Woking Crematorium, which was built by the Society prior to it creating the LCC.

At each of our six sites, our teams dedicate themselves to offering a personal, sensitive and compassionate service to all families. Our teams provide care, kindness and empathy and create bespoke funerals and memorials, within the religious or cultural parameters needed, so that families have the best possible experience under these difficult circumstances.

The Role

We are currently seeking a **General Manager and Registrar** to provide operational excellence and strong leadership at our Garden of England Crematorium in Sittingbourne, Kent. In this pivotal role, you will ensure exceptional service delivery while maintaining the highest standards of quality and customer satisfaction.

As the General Manager, you will:

- Lead and manage all teams across the site to achieve operational excellence.
- Oversee business development and identify opportunities for growth and innovation.
- Ensure effective budget management and financial performance.
- Develop, implement, and maintain administrative procedures to streamline operations.
- Supervise grounds maintenance to ensure compliance with standards and expectations.
- Lead health and safety audits to ensure compliance with regulations and promote a safe working environment.
- Undertake the ICCM Diploma.

This role is ideal for a results-driven leader with a passion for delivering exceptional service and driving team success. It is a requirement of this role that you will undertake the FBCA Cremator Technician training and assessment. This will be paid for by the Company and requires an ability to undertake some manual handling and heavy lifting.

About You

To succeed in this role, you will have:

- Proven experience in a senior management or leadership role.
- Strong business acumen, with the ability to manage budgets and deliver on financial targets.
- Excellent interpersonal and leadership skills, with the ability to inspire and motivate teams.
- A track record of ensuring compliance with health and safety regulations.
- Strong organisational skills and the ability to manage multiple priorities effectively.

We are looking for a proactive and confident individual who thrives in a dynamic environment and is committed to delivering the highest standards of service.

What We Offer

At The London Cremation Company (LCC), we value our team members and strive to offer a comprehensive benefits package designed to support their well-being, financial security, and professional growth. Below is an outline of the benefits available to employees:

- 26 days holiday plus bank holidays
 - Occupational sick pay, subject to the scheme rules
 - Pension Scheme, via salary sacrifice
 - Income Protection Scheme, subject to qualifying criteria
 - Group Life Assurance, covering employees up to the age of 70
 - Employee Assistance Scheme
 - Mental Health First Aiders
 - A wide range of discounts available for retailers, supermarkets, restaurants and many more
 - Financial wellbeing information, free access to financial advisors and pension finder service. Grocery scheme and Childcare Scheme (for children of nursery age)
 - Ongoing learning and development support
 - Free and discounted cremation benefit for immediate family, subject to the scheme rules
 - Smart uniform and PPE provided
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How to Apply

We are committed to creating an inclusive and accessible recruitment process for all candidates. We recognise that everyone is different, and we want to ensure that you can perform at your best during the application and interview stages.

If you require any reasonable adjustments to be made, whether due to a disability, health condition, or other circumstances, we encourage you to let us know.

You can share your needs with us by contacting Angela Stanley at angela.stanley@thelcc.co.uk or 07719 956628. Any information you provide will be treated confidentially and used solely to support you during the recruitment process.

We are an equal opportunity employer and welcome applications from individuals of all backgrounds.

If you are ready to take on this exciting challenge, please send your CV and cover letter to angela.stanley@thelcc.co.uk by 20th January 2025