

Bereavement Services Manager

Grade: SO2: SCP 30 – 36 (£42,301 - £49,620)

We are seeking to recruit an experienced Bereavement Services Manager to work as part of a small team ensuring compliance with the relevant legislation relating to cemeteries and crematoria. The postholder will be responsible for ensuring the maintenance and verification of all appropriate records as well as the delivery of a compassionate customer service to the bereaved and carrying out administrative work associated with burials and cremations.

A recognised qualification in cemetery or cremation management (ICCM Certificate in Cemetery & Crematorium Management or the full ICCM Diploma in Cemetery & Crematoria Management) is essential. Experience of dealing with computerised records and databases, excellent interpersonal skills with the ability to build good working relationships with the Team and across the organisation are also essential.

For more information or an informal discussion about this opportunity, please contact Suzanne Parkinson, Head of Parks on 01624 696331 or email at sparkinson@douglas.gov.im.

An application pack for the above vacancy can be obtained from the Human Resources Section on 01624 696455 or downloaded from www.douglas.gov.im. The closing date for the receipt of completed applications is **Friday, 4th April 2025 at 5.00 pm.**

Miss K J Rice, Chief Executive, City Hall, Ridgeway Street, Douglas, Isle of Man, IM99 1AD
Douglas City Council is committed to recruiting a diverse and highly talented workforce representative of our City and are committed to ensuring the recruitment and selection process is inclusive and accessible to all. We encourage applications from people of all backgrounds and aim to have a workforce that represents the City we serve.

**DOUGLAS CITY COUNCIL JOB EVALUATION SCHEME
JOB DESCRIPTION**

DEPARTMENT	Environment & Regeneration
SUB-SECTION	Parks
DESIGNATION	Bereavement Services Manager
REPORTS TO	Assistant Head of Parks (Services)
GRADE	SO2: SCP 30 – 36 (£42,301 - £49,620)
DURATION	Permanent
HOURS OF DUTY:	(37 hours per week) (½ hour lunch daily) Monday – Thursday 08.00 am – 4.00 pm Friday 08.00 am – 3.30 pm

MAIN PURPOSE OF THE JOB

Responsible for the smooth and efficient day to day operation of the Cemeteries and Crematorium service, including funeral services, grave digging, exhumations, ground care, operation and maintenance of cremators, building maintenance, and the memorials at St George's Churchyard in accordance with Council policy and procedures and as required by law.

SUMMARY OF MAIN DUTIES

1. Ensure compliance with all statute, laws, rules and regulations relating to the Cemeteries and Crematorium service including liaison with all stakeholders involved in such processes including doctors, funeral directors, registrars, government bodies, mortuary staff, monumental masons and the public.
2. Provide a compassionate and caring service to the bereaved in accordance with the ICCM Charter for the Bereaved, dealing with emotional customers with sensitivity and tact in difficult circumstances
3. Control and supervise staff of the Crematorium and Cemeteries including on-site manual staff. Organise and arrange daily work routines, monitor sickness absences and deal with any breaches of procedure or discipline in line with Council policy. Enter onto the TeamSeer system manual and craft workers annual leave, training, absences, etc.
4. Control and supervise outside contractors during working hours.
5. Liaise with internal departments (e.g. Finance, Maintenance).
6. Responsible for ensuring correct and proper conduct of staff in all matters relating to dealings with the public, Doctors, Funeral Directors, Elected Members, Monumental Masons, Contractors, other Council Departments and external organisations.

7. Responsible for registration and booking procedures for Cremation, Burial and Memorial Services at the Crematorium Chapel and Lawn Chapel.
8. Responsible for the sale of burial plots, memorials and other facilities/services within the cemeteries.
9. Responsible for the accurate invoicing of customers and Funeral Director's with regards to sale of burial plots, chapel services, cremated remains plots, and all sundry items including collection of outstanding payments.
10. Issuing of orders for work to be carried out including perpetual care and for purchasing of sundry items.
11. Responsible for the accurate and maintenance of records relating to the collection of donations at services.
12. Develop, plan and implement effective delivery of service to achieve identified priorities and targets through management and supervision of staff and programmes of work including: funerals, site and facility maintenance, memorial management, etc., contributing to the development of Risk Management and Business Continuity strategies for the Service.
13. Responsible for checking the validity, accuracy and completion of all documentation and medical references submitted regarding cremation and burials, and to deal with related queries. Responsible for maintaining Statutory Registers and records as per Council policy and legislation. Ensure information relating to cemetery and cremation services and records are available to public and to ensure the Councils social media portals are kept up to date.
14. Maintain a high level of confidentiality and security of information at all times.
15. Responsible for ensuring that all applications for the exclusive rights are correct and for the issuing of Exclusive Rights deeds
16. Responsible for ensuring applications received requesting the transfer of Grave Rights are accurate and complete.
17. Assist members of the public and liaise with internal and external organisations ensuring all members of the public are received promptly in an appropriate manner. Explain and ensure rules and procedures concerning the placing and maintenance of memorials are communicated to the public in an appropriate manner and are observed at all times and all new memorials are issued with a permit
18. Responsible for ensuring cremator maintenance contracts are in place and that schedules are adhered to. Report any issues ensuring they are rectified with breakdowns being kept to a minimum with minimal down time.
19. Responsible for ensuring staff are fully trained in crematorium procedures and operations and are capable of identifying and rectifying minor technical problems.
20. Responsible for all cremated remains, including storage, dispatch, burial and dispersal where requested.

21. Responsible for the display and security of the Book of Remembrance.
22. Maintain a high level of satisfaction, co-operation and liaison with funeral directors, doctors, clergy and all users of the crematorium and cemeteries at all times. Attend cremation and/or burial services as required and at weekends if necessary.
23. Responsible for ensuring Web content relating to cemeteries and crematorium on the Council's website is accurate and up-to-date.
24. Maintain a level of awareness of emerging trends and needs of the community, together with impending legislation, so that the Bereavement Services can be shaped and adapted accordingly.
25. Arrange and supervise the cleaning and maintenance of all buildings and equipment.
26. Assist the Assistant Head of Parks (Services) with preparation of reports and information for Committee and Annual Budgets as required. Assist in the control of expenditure by regularly reviewing and monitoring any budget responsibilities ensuring budget allocations are being used effectively and efficiently.
27. Compile statistical records recording and processing Data collected.
28. Act as an official key-holder.
29. Responsible for recording and broadcasting funerals in accordance with Council policies and Data protection regulations.
30. Responsible for compliance at all times with the Health & Safety at Work Act 1974 and any related acts or guidance.
31. Responsible for making sure safety requirements are observed at all times including risk assessment of hazardous site conditions, activities undertaken and personal safety.
32. Ensure equality of opportunity for all people, in service provision and in employment, and to work in a non-discriminatory manner in accordance with the Council's Equal Opportunities Policy.
33. Compliance with the provisions of the Isle of Man Data Protection Act 2018, Computer Misuse Act 1990, Council policies, procedures, Standing Orders and Financial Regulations, other relevant legislation and Committee procedures.
34. Responsible for ensuring health, safety and environment risks are adequately assessed and controlled in respect of self, staff and visitors to the Crematorium and Cemeteries areas and any others who come into contact with any aspect of duties undertaken.
35. Participate fully in discussions relating to any changes deemed necessary to the job description, reaching mutual agreement to any reasonable changes with the Council reserving the right to implement reasonable changes to the job description after consultation with the post holder, if not agreed by mutual consent.

36. Such other duties of a similar level of responsibility as may be required from time to time by the Assistant Heads of Parks (Services) and/or the Head of Parks.

SELECTION CRITERIA

ESSENTIAL

1. GCSE's in English and Maths or equivalent
2. ICCM Certificates in Cemetery and Crematorium Management or full Diploma or similar
3. Sufficient experience of working at a management level in the provision of Crematoria and Cemetery Services
4. A good knowledge of statutory, regulatory, strategic and operational procedures for burials and cremations.
5. Excellent communication and interpersonal skills, including written and verbal skills with the ability to deal courteously and fairly with the public
6. An understanding of performance management of staff and general employment policies
7. Ability to work on own initiative without supervision, under instruction and as part of a team
8. Ability to supervise and motivate staff and teams in order for them to deliver a programme of work/service required
9. Ability to work under pressure and to operate within agreed budgets
10. Flexible approach to working hours
11. Physically fit, ability to work with frequent interruptions and the willingness to work out of doors in all weathers
12. Full clean valid driving licence

DESIRABLE

1. Certificate in Cremator Proficiency
2. Ability to interpret and analyse statistical data
3. Experience of local government and an understanding of the operations and functions of a local authority
4. Knowledge of the Council's Constitution, Standing Orders, Financial Regulations and the Isle of Man Government Procedures for Capital Projects (including requirements for Petitioning purposes)
5. Political sensitivity