Post Title: Cemetery Manager North / South

Grade: H TBC

# Job Purpose

To promote the Council’s vision, values, aims, objectives, and priorities actively and effectively, putting our citizens first through the delivery of best value services.

The role involves leading cemetery operations across the city to ensure the delivery of a respectful and dignified bereavement service, in accordance with legal, policy, and industry standards. This includes the management of both operational and closed cemeteries, upholding high professional standards through effective community engagement and contractor oversight. A key responsibility is to promote a net gain in biodiversity across relevant sites, while also ensuring the discharge of statutory duties under the Health and Safety at Work Act 1974, thereby maintaining a safe environment for citizens, contractors, and colleagues.

# Individual Leadership Expectations

As an Officer of the Council, you will be expected to demonstrate our core behaviours,

linked to the following four themes:

* **Individual Leadership**: by putting our citizens and customers first, delivering against your objectives, helping to set direction, and putting forward ideas for improvements.
* **Equality Diversity & Inclusion**: by ensuring we consider the needs of all NCC citizens in our work, show respect for others, upholding and adhering to the Council’s Code of Conduct.
* **Change & Innovation**: by being creative, delivering change when needed, sharing problems, and helping to bring forward suggestions for improvements.
* **Collaboration**: by working well with others, identifying the needs of colleagues and others to deliver great services and by being a good communicator who works well with a range of audiences.

# Specific Duties

1. The role requires demonstrating visible leadership in the line management of approximately 16–22 frontline colleagues, adopting a consistent and effective approach to performance management and service standards. This includes addressing behaviours constructively, driving productivity, and fostering a positive team spirit by motivating and encouraging staff to work collaboratively and with purpose.
2. The role involves delivering high-quality customer service by responding promptly and effectively to enquiries from citizens, colleagues, and Councillors within agreed timescales across all Council systems. Feedback is used to inform work planning, resource allocation, and performance reporting. The postholder actively contributes to shaping service delivery and resource deployment, promoting a positive, customer-focused culture.
3. leading the planning, access, onboarding and safety arrangements for funeral corteges in accordance with site regulations and the Health and Safety at Work Act 1974. It requires liaising with mourners, clergy, funeral directors, and officials with tact and dignity to ensure the Council’s statutory duties are fulfilled respectfully and professionally.
4. To manage and lead on ensuring all legal requirements for the Burials and Public Health Funerals are adhered to in respect of Section 46 of the Public Health (control of diseases) Act 1984, The Burial Act 1957, The Local Authorities Cemeteries Order 1977, achieving Gold Standard Charter for the Bereaved.
5. To work alongside internal and external partners in the effective management of the City’s Cemeteries, Burials and Public Health Funerals building and sustaining excellent working relationships to support strong area networks and responding to concerns of local communities across the city to develop innovative solutions to operational and environmental issues, preparing performance reports as required.
6. To manage and oversee procurement, servicing, storage, and safe usage of all small plant and equipment, centrally managing consumable stock and stores functions to secure efficiencies and overseeing contractor performance. To produce specifications and manage the tendering processes relating to Cemeteries, Burials, Public Health Funerals and Grounds Maintenance and to manage resultant contracts on behalf of Nottingham City Council.
7. The role involves ensuring the effective management of Health and Safety and training development across all teams, fostering a culture of safety awareness and compliance. This includes overseeing the implementation of Health and Safety legislation, as well as Nottingham City Council’s policies, procedures, and joint audits, with full responsibility for addressing poor compliance. Key duties include preparing and regularly reviewing Risk Assessments, developing Safe Systems of Work, and conducting routine site inspections to maintain a safe working environment for all users.
8. The role requires full adherence to people management practices, ensuring compliance with all relevant policies and procedures. This includes conducting return-to-work and absence management interviews, fact-finding meetings, disciplinary and capability investigations, performance appraisals, and regular one-to-one check-ins. All processes must be supported through the effective use of approved systems, programmes, and databases.
9. Actively promote and embed Equality, Diversity, and Inclusion through all actions and in accordance with the organisation’s EDI strategy and objectives.
10. Contribute to our corporate responsibility in relation to climate change by taking action and limiting the carbon impact of activities within your role and championing this work.

**Numbers and grades of any staff supervised by the post holder:**

* Bereavement Services Operative: Grade E - 16 FTE
* Memorial Lead: Grade G - 0.6 FTE

All staff are expected to abide by the obligations set out in the Information Security Policy, IT Acceptable Use Policy and Code of Conduct in order to uphold Nottingham City Council standards in relation to the creation, management, storage and transmission of information. Information must be treated in confidence and only be used for the purposes for which it has been gathered and should not be shared except where authorised to do so. It must not be used for personal gain or benefit, nor should it be passed on to third parties who might use it in such a way All staff are expected to uphold the City Council obligations in relation to current legislation including the Data Protection Act and Freedom of Information Act.

**This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by a supervising officer, the responsibility level of any other duties should not exceed those outlined above.**

**Produced by** Ken France Head of Fleet & SHEQ services

**Date** May 2025

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| **Job title:** |

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| AREA OF RESPONSIBILITY | **REQUIREMENT** | | MEASUREMENT | | | |
| A | | **AC** | D |
| **Individual Leadership** | Takes personal accountability for own development. | |  | | **🗸** |  |
| Drive and motivation, ability to deliver against challenging objectives. | | 🗸 | | **🗸** |  |
| **Change and Innovation** | Confidence and ability to put forward ideas for change. | |  | | **🗸** |  |
| Ability to be creative, to be able to identify problems and work to create solutions. | | 🗸 | | **🗸** |  |
| **Collaboration** | Evidence of working successfully in partnership across different sectors, building and maintaining good working relationships. | |  | | **🗸** |  |
| Evidence of actively working with others to improve collaboration internally and externally. | | 🗸 | | **🗸** |  |
| **Equality, Diversity, and Inclusion** | An understanding of why it’s important to consider equality, diversity, and inclusion in all that we do. | | 🗸 | | **🗸** |  |
| Demonstrating personal commitment to the equality, diversity and inclusion challenges faced by our workforce and Nottingham’s people. | |  | |  |  |
| **Technical Skills and Knowledge** |  | | 🗸 | | **🗸** |  |
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| **Qualification requirement** | Full UK Driving License  IOSH Managing Safely | | 🗸 | | **🗸** | 🗸 |
| **A - Application** | **AC – Assessment Centre** | **D – Documentary** | |

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