

Job description

Job title:	Bereavement Services Manager
Grade:	Dorset Grade 9
Job evaluation reference:	HS500
Job family:	Health & Social Care

Purpose and impact

To lead and performance manage the Bereavement Services function to ensure that statutory requirements are met and that a sensitive and efficient service is provided for the bereaved.

To develop service plans and processes to deliver agreed outcomes, identifying and allocating budget and resources to optimise services.

To develop the service into a high performing business unit having regard to the expectations of all stakeholders.

Key responsibilities

- Leading and managing the Bereavement Services function, undertaking the full range of duties required and providing a legally compliant, sensitive, effective and efficient service to the bereaved and other stakeholders
- Liaising with the bereaved, funeral directors, faith groups and other stakeholders to ensure that the service meets individual and community needs
- Contributing to the development of the Operational Unit through active membership of its management team and by providing support to the Head of Community and Public Protection
- Providing line management to staff including work allocation and monitoring, technical and professional advice and coaching/mentoring support as appropriate
- Developing and delivering the service plan, reporting on service performance in accordance with corporate requirements
- Leading and developing the skills and capabilities of team members, ensuring that staff appraisals, one-to-one meetings and identified training needs are undertaken and met
- Translating desired service outcomes into team and individual objectives which are monitored through the performance management process
- Providing advice, support and direction to team members in technical/professional matters and customer relationships
- Preparing and presenting written work to a high standard, conveying necessary information with excellent clarity and where appropriate with well supported recommendations
- Solving complex problems, making use of all relevant information and facilitating this in team members through mentoring and coaching
- Developing, leading and undertaking project work and initiatives related to Bereavement Services
- Ensuring that the service performs efficiently and effectively, within its allocated budget and maximises income generation opportunities



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- Ensuring the good governance of information and compliance with corporate policy; responding to Freedom of Information requests and ensuring that service comments and complaints are actioned in accordance with corporate policy and procedure
- Establishing and maintaining positive working relationships with elected members and supporting the democratic process, providing professional advice and reporting at committees
- Respond to requests for information from the media and to work with media outlets (including social media) to develop good working relationships and help achieve service goals

NB: The duties and responsibilities of this post are not restrictive and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.

Supervision and management

- Reporting to: Head of Community and Public Protection
- Responsibility for: Bereavement Services staff (x5)

Other factors

The postholder is required to work flexibly to meet service needs

Our behaviours

Dorset Council has developed and embedded a set of behaviours that will form part of everything you do and you will need to be able to demonstrate them through the way you work, regardless of your role or grade within the organisation.

Full details can be found on the job website under '[Working for Dorset Council](#)'.



Person specification

Applicants will be shortlisted on the basis of demonstrating that they fulfil the following criteria in their application form and should include clear examples of how they meet these criteria. You will be assessed in some or all of the specific areas over the course of the selection process.

Essential

Essential criteria are the minimum requirement for the above post.

Qualifications/ training/registrations
Required by law, and/or essential to the performance of the role
1. HNC/A Levels/NVQ3 standard or equivalent
2. Membership of relevant professional body
3. Management/leadership training or relevant experience
4. Evidence of relevant continuing professional development
5. Must have a full driving licence and/or* access to a form of transport which allows the post holder to undertake the duties of the role. (*This refers to any candidate who has declared that they have a disability which debars them from driving)
Experience
6. Experience of planning and reviewing the delivery of services for sustained improvement
7. Experience of budget management and procurement in line with standing orders
8. Experience of implementing and embedding change to improve operational effectiveness and service transformation
9. Experience of optimising technology to enhance efficiency and improve service delivery
10. Experience of managing, motivating and developing teams and individuals to achieve high performance
Skills, abilities & knowledge
11. Excellent knowledge of Bereavement Services legislation and methodologies
12. Proven ability to plan and prioritise when under pressure
13. Good understanding of how Bereavement Services impacts on the bereaved, other stakeholders and public health, Government departments and agencies relevant to the service
14. Commercial awareness and ability to exploit commercial opportunities
15. Good understanding of legal and democratic processes in local authorities
16. An open, facilitative and persuasive manner
17. Proven ability to write accurate and clear reports and correspondence
18. Highly developed empathy and interpersonal skills
19. Diplomatic skills, particularly in engaging with, negotiating and persuading a range of stakeholders
20. Ability to challenge others respectfully and constructively
21. Demonstrate commitment to effectively developing and implementing change through actively seeking opportunities for continuous improvement and improved performance
22. Emotional resilience to deal with challenging situations and working under pressure
23. IT literate in Microsoft Office applications
24. Understanding of and commitment to the Council's equality and diversity policies and procedures



Behaviours	
25.	Respect
26.	Responsibility
27.	Recognition
28.	One Team: Collaboration

Approval			
Manager		Date	

