Registrar
South – Bereavement Services
£33,437 - £41,025
Manor House, Birmingham
Permanent
Working 36.5 hours per week

This is an exciting opportunity to work within the Bereavement Services of the country’s largest city council. We are seeking a customer focused, dynamic and pro-active manager to join the management team to deliver a financially efficient and customer-focused bereavement service that meets the Council’s statutory responsibility.

The post involves the management of Birmingham City Bereavement Services including management of the City Council’s Cemeteries and Crematoria and closed Churchyards, undertaking registrarial duties and responsibilities and managing employees on a daily basis engaged in the operation function of disposal of the dead and programmes of Cemeteries and Crematoria restoration.

The successful candidate will ideally (although not essential) be someone with previous experience in working in a Cemeteries and Crematoria service and direct management of employees.

You will have a high degree of self-motivation, commitment and flexibility to ensure that Bereavement Services are provided according to statute, Council policy and our service aims and objectives.

The role requires you to be personally involved with customers in both a professional and sensitive manner at emotional moments in their lives. You must be able to work under pressure in order to meet deadlines.

You will be a highly motivated individual who understands the demands of working in this kind of environment and will have a good understanding of the sensitive and confidential nature of the service.

Excellent organisational and communication skills and meticulous attention to detail are required. You must be able to work productively as part of a team. You will require a positive outlook and be responsive to customer needs and the needs of Bereavement Services.

Ref: PL5002017

Closing Date: 16 January 2018

“Right to work in the UK documentation will be fully checked for all applicants. All non UK and non EU applicants are required to apply for a Certificate of Sponsorship from Birmingham City Council and must be approved by the UK Border Agency (UKBA) before any employment offer can be confirmed.
PLACE DIRECTORATE

JOB DESCRIPTION

Job Title: Registrar South
Grade: 5
Division: Regulation and Enforcement Place

1. JOB PURPOSE

To assist in the management of the City Council’s Cemeteries and Crematoria and closed Churchyards.

To undertake registrarial duties and responsibilities.

To manage employees on a day to day basis engaged in the operational function of disposal of the dead and programmes of Cemeteries and Crematoria restoration.

2. RELATIONSHIPS

Responsible to: Head of Bereavement Services, Coroners & Mortuary, Registration Service

Supervises: Operatives, Site Managers and Administrative

3. CONTACTS

Works closely with representatives from other departments, the public, funeral directors, clergy, monumental masons, community groups and employee representatives, client officers - grounds maintenance, hospitals, Members and other organisations involving bereavement.

4. SPECIAL / PHYSICAL CONDITIONS

Current full driving licence is essential - car allowance payable.
Required to work unsocial hours i.e attendance at Funeral Directors meetings, exhumations, and support the Extended Hours Funeral Service as necessary.

5. DUTIES AND RESPONSIBILITIES

1. To assist in the management of Cemeteries and Crematoria ensuring the provision of an efficient and effective service, which includes maintenance of five Cemeteries and one Crematorium, 'closed churchyards' and continuing care of the bereaved.
2. The post includes carrying out all statutory duties and those delegated to the section by Committees of the City Council, including:

2.1 To ensure that the Cemeteries and Crematoria Service complies with legislative requirements, the Cremation Acts and Regulations, the Burial Acts, the Local Authorities Cemeteries Orders and the Environmental Protection Act 1990.

2.2 Registrarial duties relating to burial, cremation and exhumation.

2.3 Burial, exhumation and cremation arrangements in accordance with Statute and Ecclesiastical Law.

2.4 Arrangements for the disposal of the dead (correspondence, memoranda and liaison functions).

3. To manage the service on a day to day basis, employees engaged on cremation and burial duties (including extended hours working) and including the preparation of reports and the conduct of correspondence.

4. To assist with the management and co-ordination of grievance and disciplinary matters within the area of responsibility. To be conversant with employee management procedures and undertake investigations and present documentary evidence in regard to disciplinary matters.

5. To manage / supervise the daily work programme including work scheduling and distribution.

6. To manage on a day to day basis Cemetery restoration programmes e.g. topping up graves, laying flat or re-erecting memorials.

7. To assist with budgetary control and monitoring.

8. To assist with the management of the Crematorium Technicians Training Scheme.

9. To determine, prioritise and authorization of acquisition of tools and plant.

10. To attend Working Parties and other meetings where Cemeteries and Crematoria matters are under discussion.

11. To assist with the development and implementation of policy, corporate objectives and project management, work programmes (e.g. Quality, Forward Programme, IIP).

12. To assist in the development and implementation of the City Council’s Equal Opportunities Policy and Departmental Equality Action Plan.

13. To ensure the effective management of Health and Safety within the Section, ensuring compliance with appropriate Health and Safety legislation, City Council and Departmental Health and Safety policies, Codes of Practice and Safe Systems of Work.

14. Ensure adherence to the Code of Cremation Practice as laid down by the Federation of British Cremation Authorities.
15. To monitor current practices and developments in Cemeteries and Crematoria operation by attendance at such courses and seminars as required and to assess the implications of such on the Section.

16. To undertake detailed site inspections and take the necessary steps to rectify or modify practices to achieve the highest possible level of service delivery.

17. To promote and encourage amongst the workforce a greater awareness of standards / quality of service expected and required.

18. To assist with the implementation of Quality Procedures and Systems.

19. To assist with the development and implementation of specialised training schemes e.g. bereavement awareness, awareness of the work of Funeral Directors, Nurses, Clergy, Monumental Masons and bereavement counsellors.

20. To carry out any other duties commensurate with the grading and designation of the post.

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OBSERVANCE OF THE CITY COUNCIL’S EQUAL OPPORTUNITIES POLICY WILL BE REQUIRED

Compiled by .............................................................. Date .................................
Place Directorate

Person Specification

**Job Title:** Registrar  
**Grade:** GR5

**Division:** Regulation and Enforcement

**Method of Assessment (M.O.A.) = A.F. = Application Form; I=Interview; Test or Exercise**

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<tr>
<th>CRITERIA</th>
<th>ESSENTIAL</th>
<th>M.O.A.</th>
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<tr>
<td><strong>Experience</strong></td>
<td>Direct management of employees.</td>
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<td>(Relevant work and other experience)</td>
<td>Detailed knowledge of Health and Safety at Work Act 1974, Environmental Protection Act. Understanding of a Local Authority’s Conditions of Service.</td>
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<td>Ability to work in a sensitive service.</td>
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<td>Experience of developing service improvements.</td>
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<td>Experience of the management of property.</td>
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<td><strong>Skills &amp; Ability</strong></td>
<td>Excellent and effective communication skills both verbally and in writing.</td>
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<td>e.g written communication skills, dealing with the public etc</td>
<td>Ability to prepare reports and draft complex correspondence.</td>
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<td>Ability to manage employees within a demanding working environment.</td>
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<td>To be able to demonstrate the ability to be sensitive to the needs of a multicultural community and the effects of equal opportunities in service delivery.</td>
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<td>Must be methodical, accurate and numerate in work practices.</td>
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<td>Computer literate.</td>
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<td>Ability to train employees in aspects of the cemetery and crematoria service.</td>
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<td>Empathetic and sensitive to the needs of bereaved</td>
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<td>families and those who represent them</td>
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<td>Ability to analyse complex data</td>
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<td><strong>Training</strong></td>
<td>To demonstrate a willingness to accept on the job training and to attend training courses to improve job skills and to meet business objectives. Continuing Professional Development.</td>
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<td><strong>Education/Qualifications</strong></td>
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<td><strong>Other</strong></td>
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All staff are expected to understand and be committed to Equal Opportunities in employment and service delivery.

**Birmingham City Council** is **committed to safeguarding** and **promoting the welfare of children and young people** and expects all staff to share this commitment.