

Job Profile

Job Title:	Assistant Director Customer, Registrations & Bereavement Services
Directorate	Resources/IT, Digital and Customer Services
Service/Section:	Customer Services
Post Number(s)	
Job Evaluation Number	0268
Grade:	G13
DBS required	Not Applicable
Date last revised	June 2024
Reports to	Director of IT, Digital and Customer Services

Reporting staff:

- Operational Manager Cemeteries & Crematorium (Bereavement Services)
- Superintendent Registrar/ Business Manager (Registration Service)
- Customer Services Operations Manager
- Customer Services & Business Manager (Bereavement Services)
- Service development officer (Bereavement Services)

Overall line management responsibility for teams of staff reporting to each of these managers consisting of registrars, officers, operatives and front-line staff

Purpose of Role

Duties and Responsibilities:

- To lead on service design and implement service improvements within the Customer, Bereavement and Registration Services, constantly seeking new ways to generate income and improve service delivery to customers and residents.
- Support the Director on the implementation of the Customer Services Strategy, collaborate with members on key priorities in relation to customer services to deliver the Councils vision.
- Ensure customer focus is at the forefront of strategic and operational plans within services across the Council, including appropriate and customer feedback channels and timely analysis in order that continuous improvement may occur.
- Develop, support and deliver excellent customer service for users of Langton's House and South Essex Crematorium, and the four cemeteries in Upminster, Hornchurch, Rainham and Romford. To ensure the provision of service delivery at times that suits the users including an out of hour's service for emergency matters.
- Be the lead officer and represent the Service in the case of disputes or complaints against the Council concerning the births, deaths, burials cremations & marriage services, including any legal action
- To plan for the future of the services and provide professional and technical advice to the Council officers and members to enable the right decisions to be taken about the future direction of the service;

- Maintain legal and operational knowledge of cemeteries, crematorium and registration matters and other associated areas of work in line with the requirements of relevant professional bodies
- Liaise with relevant regulators to ensure all registration, burial and cremation practise within LBH is being adhered to in a compliant manner, ensure continuous service delivery improvement and identify new opportunities to achieve effectiveness and best value
- To act as Proper Officer in the management of the Council Registration Service and in particular to exercise the Council's powers and duties under the Registration Service Act 1953 and any regulations made under it. In addition to act as the Council's Cemeteries Registrar and Crematorium Superintendent.
- Keep up to date with national and local performance and quality criteria and service and policy developments within the Registration and Bereavement service and maintain a performance management framework to ensure staff and systems work to maximum capability
- To deliver an effective and efficient Customer Contact centre, ensuring services delivered are within the defined and agreed service standards.
- To lead on the front of house Town Hall reception area and the Appointment Centre to provide a welcoming and efficient service,
- To implement the most appropriate platforms to enable effective and streamlined customer services.
- Continually review data and insights to focus on areas requiring improvement to deliver excellent customer services across the Council.
- To manage the budgets and resources of Bereavement, Registration and Customer Services to ensure that the service is cost effective, efficient and the service of choice for the people of Havering and the vicinity
- Carry out regular audits of service compliance with Human Resource strategies, Health and Safety Policy, Data Protection Act and the Council's Equal Opportunities policy for future service delivery and employment.
- Establish, manage and maintain an appropriate system of performance management to ensure compliance with corporate procedures and achievement of service objectives

Additional Requirements:

Comply with all legislation and good practice appropriate to the work you undertake, and particularly that related to:

- Safeguarding
- Information security and confidentiality
- Equality, diversity and inclusion
- Health and safety

This is an unprecedented time of social, technological and financial change. The Council needs all staff to embrace change by demonstrating a flexible attitude to work, understanding that for us to provide excellent services to the people of Havering, you may be required to undertake other duties in line with the overarching nature of this role and your level of skills and responsibility.

- Assume Gold/Silver/Bronze command as part of the Council's response to major events or emergencies (delete or amend as appropriate)
- Embrace the Council's iCare values and behaviours in all aspects of work and service delivery.

Person Specification

- Ability to build excellent working relationships with partners, key stakeholders, suppliers, and public and private sector organisations.
- Extensive knowledge of the democratic, legislative and financial environment of public sector organisations – ideally local government
- Successful management of a customer facing service, possessing broad experience.
- Detailed knowledge of the procedures within the work area and a general understanding of wider organisational procedures and regulations as applicable.
- Strong results focused leadership and communication skills with the ability to work collaboratively and influence others.
- Extensive Budgetary management experience.
- Strategic leader who has led large operational teams and is able to influence, negotiate and collaborate effectively with members, senior stakeholders, trade unions and resident groups
- Promotes a service delivery culture
- Experience in delivering presentations to senior groups, reporting to committees, forums, formal meetings internal and external presenting a positive and proactive approach in delivery
- Is passionate about providing unparalleled levels of service and convenience for all stakeholders utilising user centred design
- Can work and learn quickly in a fast paced and dynamic environment
- Develops plans working with senior staff to advise and influence
- Enables and leads on the delivery of smarter working practices
- Able to consider the wider implications for our residents, partners and stakeholders with all decisions.
- Ability to deal with a broad range of complex problems requiring application of best practice.
- Politically adept with excellent interpersonal skills and political understanding environment.
- Identifies key stakeholder groups and develops a good rapport and understanding of their requirements.
- Excellent communication skills - able to deliver complex information effectively to all audiences
- Understanding of the communities in which we work, and their detailed needs.
- Leads by example, role modelling corporate values and behaviours.
- High level of personal integrity.
- Is comfortable working with senior stakeholders and dealing with ambiguity.
- Enables and leads on the delivery of smarter working practices Experience in delivering presentations to senior groups, reporting to committees, forums, formal meetings internal and external presenting a positive and proactive approach in delivery.
- Is passionate about providing unparalleled levels of service and convenience for all stakeholders utilising user centred design.
- Ability to take ownership of issue resolution.
- Sound understanding of project management processes, standards and governance and advanced skills in presentation of material (PowerPoint etc.)
- Able to coach and mentor teams.
- This job description provides a summary of your key responsibilities and is not intended to be an exhaustive list. You may be required to perform other duties and tasks as assigned

Last Date Updated	Last Date Evaluated	Owner	Approved by