

About us...



South Lincolnshire
Crematorium

Set in 11 acres of beautifully landscaped grounds, South Lincolnshire Crematorium is a thoughtfully designed and equipped community facility which aims to provide a compassionate and thoroughly professional crematorium service to the bereaved at a most difficult time in their lives.

Essential Information – *what you need to know*

Job purpose:

- Ensuring the running of an efficient crematorium service by ensuring effective operation and compliance with current legislation including Health and Safety Acts and the Environmental Protection Act.
- Leading colleagues and taking ownership of the day-to-day operational requirements of the crematorium.
- Developing and managing budgets and optimising financial performance.

You'll report to:

- Funeral Operations Manager

Your hours:

- 39 hours per week (FTE)

Your relationships:

- All colleagues from within the Funeral Services team
- Colleagues from across Lincolnshire Co-op, including People, Talent Acquisition, Learning and Development, Health, Safety and Security among others.
- Customers, clients, suppliers and stakeholders from local community groups.

What you'll bring to us:

- An ICCM Diploma or other relevant qualification.
- Previous leadership experience in a crematorium or funeral service setting, demonstrating leadership and organisational skills.
- A naturally caring and professional approach, with the emotional intelligence to support bereaved families sensitively.
- Proven communication and interpersonal skills, able to liaise confidently with the public, colleagues, and funeral professionals.
- An ability to lift and move items safely, in line with health and safety procedures (e.g. floral tributes, cremated remains).
- Flexibility to work weekends, evenings and bank holidays, including responding to out-of-hours alarm calls and providing keyholder duties.
- Strong attention to detail and a commitment to accuracy in record-keeping, payments processing and data entry.
- Familiarity with or willingness to learn about the cremation process, including music systems, scattering of ashes and memorial administration.
- Experience working independently and as part of a team, with a strong sense of responsibility and a commitment to upholding the highest standards..
- A full UK driving licence and access to a vehicle for business use is desirable.
- A satisfactory Disclosure and Barring Service (DBS) check is needed for the role.



Providing and supporting
valued services



Helping to grow the
local economy



Caring for our
health and wellbeing



Looking after
our local environment

Together we are...

Your Purpose – *I will contribute to my team and the Society's ongoing success in this role by...*

<div>Your duties and responsibilities:</div>	<ul style="list-style-type: none">- Managing the daily operation of the crematorium, ensuring smooth delivery of all services, including chapels, cremation process, grounds and memorial functions.- Overseeing all aspects of the cremation process to guarantee respectful, dignified care in line with cremation legislation and internal procedures.- Leading and inspiring a team of crematorium colleagues, fostering a collaborative, compassionate and high-performing culture.- Planning and implementing strategic objectives aligned with the Society's vision and community values.- Supporting colleague development through coaching, mentoring and identifying training needs to ensure succession planning and operational resilience.- Acting as the main point of contact for families, funeral directors and officiants, ensuring queries and concerns are addressed professionally and sensitively.- Submitting documentation and environmental reports in accordance with the Environmental Protection Act, Cremation Regulations and ICCM guidance.- Staying informed of changes to industry regulations, updating internal policies and processes to maintain compliance and best practice.- Maintaining statutory registers, permits and authorisations, ensuring records are accurate, accessible and secure.- Developing and managing the crematorium budget, controlling expenditure and identifying efficiencies that maintain service excellence.- Ensuring the appropriate collection, recording and handling of cremation fees, memorial payments and associated financial transactions.- Overseeing ongoing building and equipment maintenance to preserve operational continuity and uphold the site's appearance and safety.- Communicating clearly with internal departments, partner organisations and regulatory bodies to maintain excellent relationships and service outcomes.- Engaging with the wider community by participating in local events, hosting open days and responding to enquiries in a welcoming and inclusive manner.- Undertaking all required health and safety responsibilities, ensuring safe systems of work and prompt resolution of risks.- Carrying out any additional tasks as requested by your line manager to support the overall purpose and effectiveness of the service.
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Together we THRIVE

- **Trustworthy** – we do what we say we'll do and trust others to deliver to the best of their ability.
- **Helpful** - we support and challenge each other collaboratively, no matter the role or level.
- **Respectful** - we listen to other views and opinions with consideration and celebrate differences.
- **Inspiring** - we role model what good looks like and lead by example to be better.
- **Valued** - we recognise achievements and appreciate everyone's contributions.
- **Empowered** - we listen and encourage each other to take opportunities.

Your Approach – *how you will contribute to your team and the Society's ongoing success in this role.*

I will be trustworthy by:

- Delivering on promises with care, professionalism and complete confidentiality.
- Ensuring legal, regulatory and ethical standards are consistently met.
- Following through on commitments, especially during challenging circumstances.
- Acting as a dependable leader who supports others to succeed.

I will be helpful by:

- Collaborating with team members to solve problems and improve service.
- Sharing knowledge and experience to develop others within the team.
- Providing compassionate, informed responses to families and funeral directors.
- Supporting colleagues through coaching and consistent leadership presence.

I will be respectful by:

- Listening with empathy to families and colleagues at all times.
- Honouring cultural, personal and religious beliefs in service delivery.
- Valuing every individual's role and contribution to crematorium operations.
- Promoting a calm, dignified environment for mourners and staff alike.

I will inspire others by:

- Leading by example with a calm, compassionate and can-do attitude.
- Encouraging high standards in care, service and personal accountability.
- Creating an environment where colleagues feel proud and motivated.
- Supporting innovation while upholding the dignity of the setting.

I will value people by:

- Recognising team members' efforts in delivering exceptional care.
- Giving constructive feedback that supports growth and confidence.
- Celebrating team milestones and moments of success collectively.
- Making space for team voices and acknowledging their ideas.

I will empower others by:

- Enabling the team to own their responsibilities with clear guidance.
- Encouraging autonomy while being available for support and advice.
- Trusting team members to make informed day-to-day decisions.
- Providing development opportunities to build capability and confidence.