

Crematorium Services Manager

Society Division:	Funeral
Society Reporting Unit:	Funeral Operations
Location:	Bretby Crematorium
Reports to:	Senior Funeral Trading Support Manager
Number of direct reports:	3
Number of in-direct reports:	12-14
Budget / Revenue Responsibility:	£1m
Key Stakeholders:	Clients, colleagues, regulatory bodies, funeral industry professionals, community members
Date of Job Description:	August 2026

Role Purpose:

- To lead and manage the daily requirements of Bretby Crematorium, delivering continued improvement versus budget by providing exemplary standards of care through a highly motivated and engaged team.
- Deliver an industry leading cremation service which conforms with all aspects of health & safety, local authority regulations & ICCM (Institute of Cemetery and Crematorium Management) guidelines.

Role Responsibilities:

- Drive colleague engagement, development, and performance across the crematorium team.
- Ensure exceptional client service and a compassionate experience for families and funeral directors.
- Maintain the highest standards of care, dignity, and respect for people who have died.
- Oversee the presentation and upkeep of the crematorium, memorial areas, and grounds.
- Manage P&L performance, budgets, and key operational KPIs.
- Build and maintain effective relationships with internal and external stakeholders, supporting the brand and pricing proposition.
- Engage with local communities and represent the crematorium professionally.
- Ensure compliance with all procedures, policies, audits, and regulatory requirements.
- Adhere to ICCM and FBCA standards, CMA requirements, and industry best practice.
- Lead health and safety, maintenance, and asset management activities.

- Embrace, support, and successfully implement new initiatives, processes, and business improvements.
- Occasionally situations may arise where other duties or tasks may be required as reasonably requested by the Society.

Qualifications & Experience:

Desired Qualifications

- Recognised leadership programme
- ICCM Crematorium Technicians Training Scheme or FBCA Training & Examination Scheme for Cremator Technicians
- Diploma in Cemetery & Crematorium Management

Essential Experience

- Funeral services
- Leadership
- Change delivery
- Continuous improvement
- Budget management
- IT systems