

J O B D E S C R I P T I O N

JOB TITLE: Cluster Manager

REPORTS TO: Head of Region

JOB GRADE: Management

PURPOSE OF ROLE

- Leads in the provision of quality care of the deceased and customer service across multiple sites and brands.

PERFORMANCE MEASURES

- Quality of care of the deceased
- Quality of client service ahead of NPS expectations
- Delivery of growth within your brands to increase market share within your communities
- Delivering efficiencies through effective operating practices and processes
- Adherence to all FCA and CMA compliance and regulation across your brands
- Effective management of cost through financial governance best practice (discounts, complaint handling and financial procedures)
- Volume and quality of local community and key stakeholder initiatives
- Effective risk management

KEY FCA RESPONSIBILITIES

- At the point of delivery, ensuring the operational delivery of pre-need requirements are met as per product.
- Overseeing and dealing with any issues that may arise in the delivery of our service to customers.
- Ensuring compliance with operational standards/procedures within.
- Ensuring suitable governance and controls are in place to manage risks associated with the fulfilment of pre need contracts from an at need perspective.

RESPONSIBILITIES

- Ensures top quality and care of the deceased at all times through your teams
- Develops, leads and coaches team members to enable them to maximise their potential
- Provides hands on support within your teams demonstrating best practice and standards at all times
- Works within community to increase brand awareness, increase partnerships attract new customers and build trust
- Delivers organisational growth across branch network
- Ensures delivery of all operating standards and adherence to regulatory practice (CMA/FCA/HSE) are consistently achieved across your cluster
- Ensures the consistent delivery of exceptional customer service at all times
- Provides effective management to the team including the ongoing management of employee relations issues in a caring, positive, engaging and inclusive environment
- Accountable for ensuring compliance with standard operating procedures

SCOPE OF ROLE

Direct reports: As per organisational charts

Indirect reports: As per organisational charts

KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

Experience

- Experience of operating at a senior level in a commercial, customer serving environment
- Experience of delivering organisational growth through wider teams
- Experience of operating within a Branch Network
- Experience of operating within a regulated industry

Skills

- Strong commercial acumen
- Inspirational leadership skills
- Demonstratable ability to create, implement and deliver strategic growth
- Good communication (written & verbal) at all levels
- Proven ability to achieve results through the wider team
- Excellent customer focus skills
- Ability to influence, effectively develop and coach others to their full potential
- Strong understanding of how data can inform / aid business decisions
- Effective analytical, decision making and problem-solving skills
- Ability to deliver at pace
- Ability to work well under pressure
- Excellent team player

Technical Knowledge

- Knowledge in funeral and or crematorium services preferable - not essential