

# Coronial Services & Business Development Manager

**Salary Range: £59,759 to £69,584**

**Grade: Level 5, Zone 2**

**Location: 5 St Pancras square**

**Reports to: Jamie Akinola, Director of Public  
Safety**



# About the role

We are looking for an experienced individual to lead the management and development of our Coroner and Mortuary services. In this key role, you will ensure compliance with legislative requirements while developing strategies to provide outstanding services for Camden residents. You will oversee service plans and performance management within Environmental Health and Business Consumer Services, project manage various IT and service development projects, including Licensing and Food Safety, and drive a culture of continuous improvement and effective budget management. Additionally, you will collaborate with colleagues on data analysis to support strategic decisions, becoming an integral part of the Environmental Health, Business & Consumer Services Management Team and acting as deputy for the Head of Service when needed.

The post holder will be self-motivated and be committed to manage and drive improvement and take personal accountability for ensuring the delivery of high quality/best practice based statutory and regulatory services.

To take the lead managerial approach towards development of a 'systems thinking' culture to drive continuous services improvement.

## The things you'll achieve

- You will play an important role in the ongoing development of Camden's bereavement services, overseeing engagement with communities, faith organisations and a range of stakeholders to empathetic services which are responsive to the needs of bereaved families etc.
- You will oversee the management of the co-location project which aims to deliver new Coroner's court facilities on behalf of the Inner North London Coroner's service.
- The post-holder will also play an important role in shaping the pan London approach towards the delivery bereavement service across London via a number of pan London forums.
- Oversee the continued development of compliance and assurance procedures relating to the delivery of the Camden Public Mortuary
- Play a central role in the ongoing development of the Camden Public Safety focused services with an emphasis on maintaining a best practice-based approach towards the delivery of a broad range of regulatory, community safety and resilience related Council services

# About you

## **Experience**

**Essential:** Knowledge, understanding and/or experience of management and service improvement to deliver service objectives.

**Essential:** Experience of responsibility for a defined service area or outcome and delivery in a high-quality effective manner.

**Essential:** Experience or understanding of budget management and income maximisation.

**Essential:** Ability to analyse business data to inform strategic decision-making and resource deployment to achieve service and Camden objectives.

**Essential:** Have a good knowledge/understanding of the relevant legislative framework relating to the delivery of local Coroner and Mortuary services

**Essential:** Ability to analyse business data to inform strategic decision-making and resource deployment to achieve service and Camden objectives.

## **You have**

Experience of working collaboratively with internal and external partners to identify innovative and creative approaches to service objectives.

Ability to take an organised approach to own workload whilst dealing with conflicting priorities and ensuring a customer service focused approach. Proven ability to identify and deliver major service improvements and adapt plans in response to change.

Proven ability to effect change and implement projects. Ensuring that projects are controlled and delivered effectively

Ability to build and maintain relationships fellow managers managers, across departments and the organisation as a whole.

A high degree of political awareness, including experience of working with publicly elected representatives

# Other important information...

## **People management**

You'll be managing a team of approximately 12 people.

## **Work environment**

You will be working from various including 5 Pancras Square, Camden Town Hall and the Camley Street Mortuary.

## **Who you will be working with**

You'll be working with the bereavement service, public protection, community safety, environmental health and the coroners.

## **The application process**

We aim to get back to all applicants within two weeks of the closing date. If you wish to have an informal chat about the role please contact [resourcing@camden.gov.uk](mailto:resourcing@camden.gov.uk)

# Who we are

## Diversity & Inclusion

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

## Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

## Asking for Adjustments

Camden is committed to making our recruitment practices as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at [resourcing@camden.gov.uk](mailto:resourcing@camden.gov.uk)

