

Job Description

Job Title	Business Improvement and Development Officer
Level	9
Service	Bereavement Services

Job Purpose

To lead and coordinate service improvement initiatives within Bereavement Services, ensuring compliance with changing legislation, industry standards, and best practice. The postholder will support the implementation of specialist software systems, undertake data analysis to inform service development, assist with the development and implementation of strategic objectives, review and update management rules and procedures, and maintain accurate and accessible service information across digital platforms.

Date: 13 July 2026



Post Responsibilities:

- Identify, develop and implement continuous improvement initiatives across Bereavement Services.
- Review existing processes and procedures to improve efficiency, customer experience, compliance, and service delivery.
- Support strategic projects and service transformation programmes.
- Research and promote industry best practice within bereavement, cemetery, crematorium, and memorial management services.
- Monitor changes in legislation, government guidance, industry regulations, and professional standards affecting Bereavement Services.
- Assess the impact of legislative changes and develop implementation plans to ensure compliance.
- Draft, review and update policies, procedures, and operational guidance documents.
- Provide advice and guidance to managers and staff regarding legislative and regulatory requirements.
- Assist the procurement, implementation, configuration, testing, and ongoing development of specialist bereavement management software.
- Act as a liaison between service users, ICT teams, and software suppliers.
- Develop system processes, workflows, reports, and user guidance.
- Coordinate system upgrades, data migration exercises, and user acceptance testing.
- Deliver training and support to system users where required.
- Collect, analyse, and interpret service data to identify trends, risks, and opportunities for improvement.
- Develop and maintain performance dashboards, reports, and management information.
- Produce evidence-based recommendations to support service planning and decision-making.
- Ensure data quality, integrity, and compliance with data protection requirements.
- Lead the review and updating of Cemetery and Crematorium Management Rules and Regulations.
- Ensure management rules reflect current legislation, operational requirements, and customer needs.
- Assist with the preparation of reports, consultation documents, and policy recommendations for senior management and elected members as required.
- Support governance and audit activities relating to service operations.
- Review, develop and maintain Bereavement Services webpages to ensure information is accurate, accessible, and user focused.
- Work with communications and digital teams to improve online customer journeys and self-service options.



- Ensure website content complies with accessibility standards and corporate guidelines.
- Develop digital resources, guidance notes, forms, and customer information materials.
- Engage with internal departments, external partners, professional bodies, software suppliers, and regulators.
- Consult with service users and stakeholders on service developments and improvement projects.
- Represent Bereavement Services at meetings, forums, and working groups as required.

Possession of:

- Possession or working towards the Institute of Cemetery and Crematorium Management Diploma or relevant demonstratable experience.
- Experience of leading or supporting service improvement and change projects.
- Experience of analysing and interoperating data to support decision making.
- Knowledge of legislative and regulatory requirements relevant to Bereavement Services.
- Experience of developing reports, business cases and recommendations.

Substantiated ability to:

- Engage with internal and external partners, professional bodies, software suppliers and regulators.
- Work on own initiative and achieve deadlines.
- Prioritise work and deliver results against agreed timescales.
- Demonstrate integrity and uphold values and principles.
- Consult with service users, stakeholders and employees on service development and improvements.
- Meet the standards required under the Values and Behaviours of South Ayrshire Council

Demonstrable experience of:

- Self-discipline, with the ability to work to strict deadlines.
- The ability to work under pressure of budget and time constraints.



- Report Writing Skills.
- Competent and fluent communication skills, both verbally and in writing.
- Self-motivation, reliability and enthusiasm whilst adapting a positive approach to team work ethics.
- Sound knowledge and awareness of Health and Safety Working practices.
- Good practical skills with a flexible attitude to work with the ability to assess issues quickly, and to apply practical solutions.
- Strong analytical and problem-solving skills.
- Ability to manage multiple projects and priorities simultaneously.
- Strong IT skills, including Microsoft 365 applications and data reporting tools.
- Excellent attention to detail and organisational skills.
- Supervision of staff.
- To carry out any other duties consistent with the post as may be required by senior management.

Proven Technical Understanding of:

- The statutory obligations and compliances associated with the post.
- Customer care with a strong commitment to providing a high standard of service delivery.
- Literacy and numeracy, with the ability to access computer systems e.g. Oracle Financials (including relevant feeder systems), Discoverer, Business Objects, Microsoft Office Suite and internal and external specialised systems to maintain accurate records.
- Sound knowledge of Bereavement Services, cemetery or crematorium operations and administrative processes.
- Compliance with all relevant legislation and industry standards.
- Robust data analysis and reporting supporting service improvement.
- Accurate, accessible, and customer-focused webpages and digital information.
- Continuous improvement in service efficiency, quality, and customer satisfaction.
- Health and Safety requirements.

