

## JOB DESCRIPTION

<b>JOB TITLE:</b> Funeral Service Operative	<b>LEVEL:</b> Job Family 1 / Stage 1	<b>REPORTS TO:</b> Area Development Manager
<p><b>Job Purpose:</b> To (a) provide operational and administrative services that support each individual client's needs from the receipt of deceased into our care through to the funeral ceremony itself. (b) Work with colleagues and external organisations to provide services that meet our high standards. (c) Develop skills and knowledge needed to progress to Stage 2 within 12 months.</p>		
<p><b>MAIN DUTIES:</b></p> <ul style="list-style-type: none"> <li>• Bring the deceased into the Company's care from locations such as private homes, care homes, hospitals and scenes of accidents. Show respect towards families and awareness of their different religious or cultural practices</li> <li>• Take responsibility for the preparation and presentation of every deceased person ensuring that they are presented for viewing for those who wish to spend time with them in line with Funeral Partners standards and procedures.</li> <li>• Ensure that branches, mortuary areas and vehicles are maintained to the highest standard in presentation and repair.</li> <li>• Work with the Funeral Arranger and Funeral Director in coordinating the daily orders, understand the timings of the work, and be familiar with the relevant locations.</li> <li>• Play a key part in the funeral process under the direction of the Funeral Director. To include carrying the coffin and driving ceremonial vehicles in line with local customs.</li> <li>• Assist with tasks within the branch as requested, including helping with coffin deliveries, fitting coffins, preparing the deceased, cleaning of all company vehicles, keeping workshop and mortuary areas clean and tidy</li> <li>• Participate in a rota system to cover duties such as removals within normal business hours and out of hours (i.e. nights, weekends and statutory/customary holidays)</li> <li>• Comply with all company's policies and procedures relating to the role including those relating to health, safety and hygiene, to include wearing personal protective equipment and report any infringements identified.</li> <li>• Understand how relevant legislation and regulation applies to role</li> <li>• Attend training and development sessions in order to progress to stage 2</li> <li>• Carry out any other duties when reasonably requested to do so by line manager</li> <li>• Certain activities within the Funeral Partners Group are regulated by Financial Conduct Authority ("FCA"), including all aspects associated with offering funeral plans to customers. Your role will not be directly involved in this regulated activity. However, in the course of your employment, you may be able to engage in regulated activity, at which point, additional responsibilities will apply to your role. Until such time as you are deemed competent by the business in carrying out regulated activity, your role will not be able to discuss funeral plans with clients.</li> <li>• Even though your role is not directly involved in regulated activity, we may nevertheless require you to undertake some training associated with understanding how to operate in a business which is regulated. For example, we may provide you with training associated with how to abide by the FCA's general conduct rules.</li> <li>• Keep apprised of company activities and updates by accessing the regular written or verbal communications that will be shared. This may include (but not limited to) the Weekly Bulletin, companywide emails and updates from your manager.</li> </ul>		<p><b>KNOWLEDGE AND SKILLS</b></p> <p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>– Full UK manual driving license</li> <li>– Experience of working in a role where customer service is important</li> <li>– Awareness of differing religions and cultures present in the community</li> <li>– Basic Maths and English</li> </ul> <p><b>Personal Attributes;</b></p> <ul style="list-style-type: none"> <li>– Able to build and maintain strong working relationships</li> <li>– Effective communication and interpersonal skills</li> <li>– Resilience and working effectively in a pressurised environment</li> <li>– Approachable and diplomatic</li> <li>– Able to work independently and as part of a team</li> <li>– Flexible and reliable</li> <li>– Accurate attention to detail</li> <li>– Empathetic and approachable</li> </ul>

## OUR COMPANY VALUES AND HOW I LIVE THEM

<p><b>HELPING PEOPLE</b></p> <p>Our business exists to help the bereaved to make fitting arrangements for their loved one's last journey and to provide lasting memories for families and friends. We do this with a positive, caring and understanding approach.</p>	<ul style="list-style-type: none"> <li>– I act as an ambassador for the company by being responsive to the client's needs and responding promptly to client requests.</li> <li>– I actively seek to support others as well as asking for help from a manager or colleagues when needed. I proactively engage with the immediate and wider team.</li> <li>– I act as role models in all I do and say.</li> <li>– I support colleagues in delivering their goals, I am flexible to meet short term and unexpected business needs. I proactively volunteer to assist in a time of crisis.</li> <li>– I seek to understand the client's needs through probing questions and active listening</li> <li>– I share knowledge and experience freely. I offer and accept constructive feedback.</li> </ul>
<p><b>RESPECT FOR EVERYONE</b></p> <p>We value diversity and treat everyone with the same respect, courtesy and dignity.</p>	<ul style="list-style-type: none"> <li>– I communicate effectively, actively listen and question appropriately.</li> <li>– I respect the confidence of the clients and colleagues at all times</li> <li>– I can be relied on to be present and actively engaged in my work</li> <li>– I recognise and respect difference and diversity in our clients and colleagues alike.</li> <li>– I draw attention to inappropriate actions or behaviours within my immediate or wider team.</li> <li>– I seek to review all available information before making a decision and I willingly provide explanations and reasons to support my actions.</li> </ul>
<p><b>PROFESSIONAL STANDARDS</b></p> <p>We are a professional organisation and we strive to achieve the highest possible standards in everything we do and to improve these standards continuously.</p>	<ul style="list-style-type: none"> <li>– I take pride in my appearance and adhere to our company dress code.</li> <li>– I implement ideas to improve the processes and performance within the scope of my operation. I escalate suggestions outside my scope to my immediate manager.</li> <li>– I provide constructive challenge and ideas to continually improve our processes and performance.</li> <li>– I adhere to our policies, standards and processes at all times. I ask for clarification when needed.</li> <li>– I have an active interest in the business and understand the contribution I make through my work.</li> <li>– I think and act innovatively to improve value for both the clients and company.</li> </ul>
<p><b>ACCEPTS RESPONSIBILITY</b></p> <p>We accept responsibility for our actions as a company and as individuals.</p>	<ul style="list-style-type: none"> <li>– I demonstrate awareness of the impact of my own behaviour and how I use this appropriately with clients and colleagues.</li> <li>– I take personal responsibility to ensure that client's needs come first and that the company values are maintained at all times</li> <li>– I take personal ownership for resolution of issues, escalating those that cannot be resolved personally or promptly.</li> <li>– I know my own strengths and areas of development and I take responsibility for my own learning. I act on feedback to improve my own performance and impact.</li> <li>– I don't walk past a problem no matter how large or small.</li> <li>– I ensure that my work is delivered to a high standard, and I constantly aspire to improve the quality and value of our products and services.</li> </ul>
<p><b>PARTNERSHIP</b></p> <p>We believe that we can only achieve our goals by working together in partnership with client families, suppliers and our employees.</p>	<ul style="list-style-type: none"> <li>– I work effectively and collaboratively with others as a part of a team.</li> <li>– I seek to learn from others in order to continuously develop.</li> <li>– I successfully resolve issues in a way that maintains and builds a positive long-term relationship; I influence others using a win-win approach.</li> <li>– I bring ideas to the team and remain open to change.</li> <li>– I develop a positive working relationship with clients, my team and external influencers.</li> <li>– I actively seek the views of others. I listen and talk to people to improve the way I do things.</li> </ul>