

My Role: Driver / Bearer (Ungraded)

My Manager: Senior Funeral Services Assistant

My Purpose: The role holder will play a key part in delivering care to families and loved ones on the day of the funeral. They will be required to collect family members and / or the deceased in company vehicles (hearses or limousines), and ensure that they are returned to their preferred location at the end of proceedings. The role holder will take pride in their appearance, act with empathy, compassion and professionalism at all times, and will ensure that Society vehicles are kept clean and presentable. They will also be expected to maintain minimum operating standards in front of house only at care centre and funeral home locations. Whilst they report directly to an SFSA, they will work as part of a team under the direction of a Funeral Director on the day of the funeral.

What I do

I will spend my time:

- The role holder will be allocated to specific roles determined on the daily running sheet (created by an SFSA)
- Daily tasks will vary from loading and driving the hearse (including loading flowers), to chauffeuring families and loved ones in Society limousines, through to cleaning and maintaining the ceremonial fleet
- They are accountable for completing daily vehicle checks, and reporting defects to the SFSA. At all times they will act in a professional and empathetic manner, maintaining the highest standards of personal appearance and hygiene
- Carry out checks on floral tributes, arrange them in the hearse and at the church/ crematorium and deliver them after the funeral as requested
- Drive the Society vehicles according to set policy (including speed limitations), to defined locations and in a timely manner
- Provide assistance to mourners as required, with empathy and understanding
- Listen carefully to clients and respond to their enquiries and requests in a positive manner
- Bear coffins into the church, crematorium, churchyard or cemeteries
- Assist in 'take-homes' or 'into churches' where required
- Collecting and delivering the necessary forms and documents supporting a funeral service
- Collecting and delivering cremated remains
- Ensure vehicles are clean and tidy inside and out
- Complete the vehicle log daily and report any maintenance required
- Carry out reasonable requests from Funeral Directors on the day of the funeral e.g. handing out order of service, handling the donations box, etc.
- Comply with all statutory and Society Health, Safety and Fire Regulations and take action to avoid risk
- Maintaining minimum operating standards in front of house only will cover general cleanliness and housekeeping activities
- Assist in confirming the identity of the deceased and the sealing of the coffin on the day of funeral. Sign the necessary paperwork as per the process and as appropriate

How I do it

I will show the following skills and behaviours

Client focused
Team work/collaboration
Planning & Organising
Prioritising

And most importantly:

- I'll show the Co-operative values and behaviours in all I do

When I get it right

- Contribute towards clients' satisfaction with the funeral.
- Excellent attendance and time-keeping.
- Excellent personal presentation in line with standards.
- Funeral procedures are adhered to on every occasion.
- Clean and tidy vehicles inside and out.
- Vehicle log sheet is completed daily.
- Vehicle accidents.
- Duties are carried out in a compassionate manner in keeping with the nature of the funeral profession.
- Develops knowledge and attends training.

Who I'll interact with

- Clients and Colleagues

What I need

Essential

- Basic numeracy
- Valid driving licence
- Basic technology skills
- Caring manner and nature
- Effective Communication skills

Values

Co-operation	Democracy
Self Help	Equity
Self Responsibility	Equality

