

Job Description and Person Profile

Business / Support Service	Funeral
Job title	Driver / Bearer
Grade	N/A
Job family	Funeral
Reporting to (job title)	Senior Funeral Services Assistant
Number of direct reports	Nil
Number of indirect reports	Nil
Budget responsibility	N/A
Contacts	Clients and Colleagues

a) Job 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.

b) Key accountabilities

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.

c) Main responsibilities

- 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, dealing with memorialisation requests, 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.

d) Measures of performance

- 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.

e) Person profile	
Essential qualifications	Desired qualifications
<ul style="list-style-type: none"> • Basic numeracy • Driving license 	
Essential experience	Desired experience
<ul style="list-style-type: none"> • Basic technology skills • Caring manner and nature • Effective communication skills 	
f) Competencies / behaviours	
<p>Future direction</p> <ul style="list-style-type: none"> • See the bigger picture • Challenge, change and improve • Make effective decisions <p>Engage people</p> <ul style="list-style-type: none"> • Lead and communicate • Collaborate and partner • Build capability <p>Deliver results</p> <ul style="list-style-type: none"> • Customer focused ways of working • Individual accountability • Agility and reactivity 	