

## Job Description and Person Profile

<b>Business/Support service</b>	Funeral - Masonry
<b>Job Title</b>	Fixer Mason
<b>Grade</b>	Ungraded
<b>Job Family</b>	Trading
<b>Reporting to (Job Title)</b>	Production Team Leader
<b>Number of direct reports</b>	0
<b>Number of indirect reports</b>	0
<b>Budget Responsibility</b>	N/A
<b>Contacts</b>	Colleagues, clients & sub-contractors

<b>a) Job purpose</b>
To prepare, complete and fix all type of memorials to the highest standards.
<b>b) Key accountabilities</b>
<ul style="list-style-type: none"> <li>• Prepare memorials accurately, in line with instructions and fixing schedule.</li> <li>• Ensure memorials are erected to the highest standards in line with Code of Practice set out by NAMM.</li> </ul>
<b>c) Main responsibilities</b>
<ul style="list-style-type: none"> <li>• Prepare memorial accurately, in line with SKIN checklist.</li> <li>• Ensure memorial is completed to standard in readiness to be fixed i.e. cored &amp; dowelled.</li> <li>• Memorials erected to the highest standards ensuring they are clean and level.</li> <li>• Remove memorials from cemeteries and churchyards as instructed.</li> <li>• Loading of vehicles with memorials in accordance with "Fix list".</li> <li>• Prior to each journey, ensure vehicle carries all specified equipment i.e. cement, tools etc.</li> <li>• Ensure the Daily Vehicle Check List is completed documenting any maintenance concerns.</li> </ul>

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- Ensure the vehicles are tidy inside and out.
- Drive society vehicles to society standards.
- Promote an open and effective working relationship with all colleagues.
- Ensure timely and accurate communication with Production Team Leader where necessary.
- Complete Removal Report accurately and forward to Production Team Leader.
- Take photographs of removals and or new memorials as requested.
- Attend training sessions / events as required and assist with training of new colleagues.
- Act as a co-operative and supportive team member, within the Funeral and Masonry teams ensuring the premises are kept clean and tidy.
- Assist in promoting Co-operative Memorials within the local community, building up good working relationships with burial, crematorium and church authorities.
- Communicate openly and accurately with other masonry colleagues.
- Comply with all statutory society Health, Safety and Fire regulations and take action to avoid risk.
- Any other relevant duties as requested.

## **d) Measures of performance**

- Internal & external clients are fully satisfied with completed memorials.
- Documentation is completed in full and accurately keeping administration errors to a minimum.
- Communication is accurate & timely.
- Duties are carried out in a compassionate manner in keeping with the nature of the Funeral profession.
- Develops knowledge and attends training.
- Personal presentation is smart and in accordance with required standards.

## **e) Person profile**

<b>Essential qualifications</b>	<b>Desired qualifications</b>
Full clean driver's license	NAMM Qualified
<b>Essential experience</b>	<b>Desired experience</b>

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<ul style="list-style-type: none"> <li>• Excellent listening and communication skills</li> <li>• Self-motivated and enthusiastic</li> <li>• Excellent organisation skills</li> <li>• Excellent customer service skills</li> </ul>	<ul style="list-style-type: none"> <li>• Funeral Industry and masonry knowledge</li> </ul>
<b>f) Competencies / behaviors</b>	
<p><b>Future Direction</b></p> <ul style="list-style-type: none"> <li>• See the bigger picture</li> <li>• Challenge, change and improve</li> <li>• Make effective decisions</li> </ul> <p><b>Engage People</b></p> <ul style="list-style-type: none"> <li>• Effective communication</li> <li>• Collaborate and partner</li> <li>• Build capability</li> </ul> <p><b>Deliver Results</b></p> <ul style="list-style-type: none"> <li>• Customer focused ways of working</li> <li>• Individual accountability</li> <li>• Agility and reactivity</li> </ul>	