

Job Description and Person Profile

Business/Support service	Funeral
Job Title	Funeral Service Assistant
Grade	N/A
Job Family	Funeral
Reporting to (Job Title)	Funeral Service Manager
Number of direct reports	Nil
Number of indirect reports	Nil
Budget Responsibility	N/A
Contacts	Clients and Colleagues

a) Job purpose

To assist on funerals and carry out preparation and removal duties ensuring the highest standards of service excellence and respect for the deceased.

b) Main responsibilities

- Carry out preparation duties including work on coffins and assist with mortuary duties.
- Carry out first offices.
- Check the deceased's identity, jewellery and any other relevant items against paperwork in line with procedures, signing when the checks are all completed.
- 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 to standards set providing assistance to mourners as required.
- Bear coffins into the church, crematorium, churchyard or cemetery.
- Assist in take-homes or into churches where required.
- Ensure vehicles are clean and tidy inside and out, complete the vehicle log daily and report any maintenance required.
- Remove the deceased ensuring all details are noted accurately and procedures followed.
- Take part in night removal rotas.
- Deliver/ collect the deceased to/from funeral homes and from any part of the country.
- Ensure the removal vehicle is correctly equipped at all times.

- Deliver/collect forms, documents and cremated remains.
- Listen carefully to clients and respond to their enquiries and requests in a positive manner.
- Develop own skills to improve performance.
- Act as a co-operative and supportive team member and assist with coaching and developing new colleagues.
- Follow local arrangements to ensure the security of the premises including opening and closing of funeral home i.e. setting alarms.
- Assist in promoting Co-op Funeral Services within the local community, building up good working relationships with hospitals, nursing homes, local clergy and doctors.
- Comply with all statutory and Society Health, Safety and Fire Regulations and take action to avoid risk.
- Any other relevant duties as requested.

C) Measures of performance

- Clients are fully satisfied with the funeral.
- Excellent attendance and time-keeping.
- Excellent personal presentation in line with standards.
- No errors in paperwork/documents.
- Removal and funeral procedures are adhered to on every occasion.
- Clean and tidy vehicles inside and out.
- Vehicle log sheet is completed daily.
- No vehicle accidents.
- The removal vehicle is correctly equipped at all times.
- Removal of the deceased with dignity and respect.
- Duties are carried out in a compassionate manner in keeping with the nature of the funeral profession.
- Develops knowledge and attends training.

d) Person profile

Essential qualifications	Desired qualifications
Essential experience required	Desired experience required

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<ul style="list-style-type: none">• Basic numeracy• Basic computer skills• Effective communication skills• Caring manner and nature	
e) Competencies / behaviours	
<ul style="list-style-type: none">• Customer focus• Teamwork• Passion for the brand• Drive for results	