

Job Description and Person Profile

Business/Support service	Funeral
Job Title	Senior Funeral Service Assistant
Grade	n/a
Job Family	Funeral
Reporting to (Job Title)	Funeral Director
Number of direct reports	n/a
Number of indirect reports	n/a
Budget Responsibility	n/a
Contacts	All 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. To supervise and ensure efficient running of all preparation and funeral duties of Funeral Service Assistants in liaison with management.
b) Key accountabilities
c) Main responsibilities
<ul style="list-style-type: none"> • 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.

Central England Co-operative

- 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.

Additional Responsibilities

- Assist the Funeral Services Manager in fleetting, co-ordinating removals, collecting and delivering paperwork as required.
- Assist the Funeral Services Manager in supervising the activities of the Trim Shop, including maintaining good stock control of coffins, gowns, fixtures and fittings.
- Assist in team briefings to Funeral Service Assistants and feedback.
- Conduct funerals as and when required.
- Ensure the general condition and servicing of vehicles is maintained through liaison with the Transport department.
- Ensure all removal equipment is kept in good order liaising with Funeral Service Assistants.
- Conduct appraisals with 6 monthly reviews, setting clear objectives and identifying training needs.
- Assist the Funeral Service Manager in organising the daily work sheets and call out rotas.
- Assist in the recruitment and selection of Funeral Service Assistants and ensure the induction programme is carried out.

d) 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.

Central England Co-operative

- Vehicle log sheet is completed daily.
- No vehicle accidents.
- The removal vehicles are 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.
- Funerals are scheduled, fleeted and staffed effectively.
- Appraisals and 6 month reviews are carried out and objectives set are SMART.
- Good stock control of coffins, gowns fixtures and fittings.
- Night duty rotas are organised fairly and at least 2 months in advance and are always staffed.

e) Person profile

Essential qualifications	Desired qualifications
Essential experience required	Desired experience required
<ul style="list-style-type: none"> • Fully conversant with the role and duties of the Funeral Service Assistant grade. 	

f) Competencies / behaviours

Future Direction <ul style="list-style-type: none"> • See the bigger picture • Challenge, change and improve • Make effective decisions Engage People <ul style="list-style-type: none"> • Lead and communicate • Collaborate and partner • Build capability Deliver Results	
--	--

Central England Co-operative

<ul style="list-style-type: none">• Customer focused ways of working• Individual accountability <p>Agility and reactivity</p>	
--	--