

## My Role: Masonry Fixing Assistant (Ungraded)

## My Manager: Production Team Leader

**My Purpose:** To assist with the preparation, completion and fixing of all type of memorials to the highest standards.

### What I do

#### I will spend my time:

- Assist with ensuring that memorials are erected and removed to the highest standards in line with Code of Practice set out by National Association of Memorial Masons (NAMM)
- Assist with the preparation of memorials accurately, in line with instructions and fixing schedule.
- Assist the qualified NAMM fixer with fixing of memorials to the highest standards ensuring they are clean and level.
- Preparation of memorials, accurately in line with SKIN checklist.
- Ensure that the memorials are completed to standard in readiness to be fixed i.e. cored, dowelled, lettered, gilded
- Assist with removing memorials from cemeteries and churchyards as instructed.
- Loading of vehicles with memorials in accordance with "Fix list".
- Prior to each journey, ensure vehicle carries all specified equipment i.e. cement, tools etc.
- Ensure the Daily Vehicle Check List is completed documenting any maintenance concerns.
- Ensure the vehicles are tidy inside and out and vehicles are driven 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 in a timely manner.
- 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 by the Masonry Team Leader or Memorialisation Manager**

### How I do it

#### I will show the following skills and behaviours:

- **Great communication skills**
- **Desire to do and be my best**
- **Excellent Client Service**
- **Excellent listening skills**
- **Working collaboratively**
- **Positive attitude**
- **Take responsibility**

#### And most importantly:

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

### When I get it right

- 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 uniform standards

### Who I'll interact with

- Colleagues
- Clients
- Suppliers

### What I need

#### Essential

- Full Clean Driving licence
- Excellent listening and communication skills
- Self-motivated and enthusiastic
- Excellent organisational skills

#### Desirable

- Funeral industry and masonry knowledge
- Experience of working in a production unit
- Experience of working with different types of stones e.g. granite, marble etc

### Values

Co-operation

Self Help

Self Responsibility

Democracy

Equity

Equality

