

<p><u>Grade G</u></p> <p><u>Grade Descriptor:</u> Junior specialists, more senior administrative staff, or team leaders for operational roles.</p>	<p>Role Title: Funeral Arranger</p> <p>Reports To: Funeral Service Manager</p> <p>Business/Function: Funeralcare</p>	<p>Budget (Direct or Indirect): £Click here to enter text.</p> <p>No. Direct Reports: 0</p> <p>No. Indirect Reports: 0</p>
<p>Grade & Role summary: Build meaningful relationships with the community and act as the community local leader, to ensure clients are fully aware of all the services that the business can offer to support them, including pre-need and aftercare. Responsible for ensuring the client/Funeral Director relationship is enabled and facilitated, and ensure the client feels informed and supported at all times. <i>These roles will be junior specialists, more senior administrative staff, or team leaders for operational roles. Role holders will require knowledge of a number of systems and procedures, and be able to provide advice and guidance on these. Work assignments are likely to be done over days and weeks, although they may contribute to projects or initiatives over a longer timeframe. Roles at this level often require some vocational training or knowledge required through some significant experience in the appropriate area of specialism.</i></p>		
<p>Key Accountabilities:</p>		
<p>Planning Horizons</p> <ul style="list-style-type: none"> ✓ Plan and organise own workload or workload of the team managed to ensure delivery against objectives, typically planning days or weeks ahead. <p>Key Relationships and People Management</p> <ul style="list-style-type: none"> ✓ May train or mentor junior colleagues by sharing knowledge and experience in order to develop their abilities ✓ May lead a team of colleagues doing task-based activities; allocating work, helping them to perform at their best and supporting them to develop their skills ✓ May interface with other parts of the business to understand requirements, communicating effectively to ensure a high service standard is maintained ✓ Work collaboratively with colleagues to help deliver team objectives <p>Delivery & Support</p> <ul style="list-style-type: none"> ✓ Undertake specified tasks and activities within set policies and procedures, including taking routine decisions, ensuring efficient and effective working ✓ Provide first line of advice and support within the business, solving routine problems and providing colleagues with the information and/or understanding they need, supporting the Co-op to deliver its customer offer ✓ Collate and provide information to managers and colleagues to help inform decision making ✓ Solve basic problems within agreed parameters, escalating where appropriate <p>Financial/Commercial and Risk</p> <ul style="list-style-type: none"> ✓ Ensure own and team compliance with appropriate standards, policies and regulations, and the identification of risks, escalating where appropriate ✓ Deliver own work in line with agreed KPI's, contributing to the area's achievement of commercial objectives 		

Development & Business Improvement

- ✓ Keep up to date with relevant standards, processes and changing client needs, enabling the provision of an excellent customer service

Variation In Accountabilities Specific To This Role (insert no more than 10 items):

- Builds and maintains relationship with clients and the community, understand what matters to them most and offering pre-need and aftercare services to support
- Actively support the Funeral Director in delivering a world class service
- Where the role is the first point of contact for the client be ready to respond to client requests, make appointments for Funeral Directors, taking initial Funeral details ensuring the full arrangement appointment is set up
- Where required to do so, complete funeral arrangements and ensure a seamless handover to the designated Funeral Director
- To be the key enabler between the client and Funeral Director, offering guidance, respond to questions on behalf of the Funeral Director when they are not present
- Enable the Funeral Director to be the main point of contact by assisting in the completion on non-client facing work i.e liaising with 3rd parties such as ceremonial colleagues, Florists, Ministers, completion of administration
- Responsible for the input of funeral arrangements into the digital system, ensure that all of the customers documentation is properly administered and their account is invoiced in a timely manner
- Responsible for understanding and offering our wider services to clients including arranging pre-payment plans within our operating framework, complying with all regulatory and statutory requirements
- Accountable for the funeral home premises, internal and external, ensuring it is safe, clean and tidy and ready to serve our clients. Responsible for reporting any maintenance issues
- **Accountable for cash handling and administrative procedures in the funeral home including, taking payments, banking and debt management procedures**
- **Engage peers in community activity, know your community and what matters most, where applicable make contact with local member pioneers, key influencers and Food stores, be actively involved in short listing local causes to meet Co-op member and customer expectations in line with the funeral home business plan**
- **Ensure all Health and Safety policies and procedures and checks are fully completed**

Key Performance Indicators:

- ✓ Demonstrate agreed Co-op values and behaviours
- ✓ Managing performance of others against Co-op values and behaviours
- ✓ Quality of work
- ✓ Efficiency of work
- ✓ Delivery against operational KPI's
- ✓ Feedback from colleagues
- ✓ Own and team compliance with policies and procedures, as relevant to the role

Indicative Knowledge, Skills & Experience

- ✓ Vocational qualification relevant to the role, or equivalent by experience
- ✓ Basic literacy, numeracy and IT skills
- ✓ Ability to communicate clearly and effectively with colleagues and external stakeholder
- ✓ An ability to understand and deliver against customer requirements
- ✓ Ability to plan and organise own work to deadlines, including balancing competing priorities, If relevant for role, experience planning and organising time for a team
- ✓ Ability to follow directions and procedures with strong attention to detail
- ✓ Willingness to learn new skills and approach challenges

<ul style="list-style-type: none"> ✓ Performance of team managed, if a line management role ✓ Development of self and team, if a line management role 	<ul style="list-style-type: none"> ✓ Proficient IT skills ✓ Ability to work as part of a team
Variation In Key Performance Indicators Specific To This Role (insert no more than 10 items):	Variation In Knowledge, Skills & Experience Specific To This Role (insert no more than 10 items):
<ul style="list-style-type: none"> • Funeral Excellence score and questionnaire feedback • Funeral pre-payment plan sales • Masonry sales and penetration • Time between first call notification and first appointment with the client • Time in care • Regulatory compliance • Community activity • Standards compliance (Audit/service) 	<ul style="list-style-type: none"> • Client obsessed – Passionate about understanding client needs and delivering to their needs • Team player ability to work in a fast paced rapidly changing environment • Ability to build and maintain relationships and networks within the community • Good interpersonal skills, the ability to work and influence at all levels across the business • Attention to detail is paramount • Required to always act with discretion and empathy • Confident and professional telephone manner • Ability to act promptly in a measured and considered way