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| <p><u>Grade F</u></p> <p><u>Grade Descriptor:</u> Technical specialists or more junior operational managers, working with minimal guidance.</p> | <p>Role Title: Funeral Service Manager</p> <p>Reports To: Regional Operations Manager</p> <p>Business/Function: Funeralcare operations</p> | <p>Budget (Direct or Indirect): £Click here to enter text.</p> <p>No. Direct Reports: 18 - 24</p> <p>No. Indirect Reports: Click here to enter text.</p> |
| <p>Grade & Role summary: Accountable for delivering consistently high standards to our clients, setting the standards for service excellence by leading and coaching a team of Funeral Directors and Funeral Arrangers, inspiring the team to always focus on achieving the highest standard of client care and ensuring the team delivers the business objectives. Representing the business both internally and externally, taking an active role in the community, trade organisations and promoting our services. Analyse and review management information to develop the team's performance coaching, mentoring, and role modelling our ways of being, to ensure they understand and are fully compliant with our standards, operating framework and all agreed processes. Roles at this level will be technical specialists or more junior operational managers. The role holders will be expected to be able to work with minimal guidance and be able to apply their specialist skills and knowledge in a range of different situations. There will be a need to analyse problems before developing solutions, and to apply judgement in decision-making. This may involve making judgements in situations the job holder has not personally experienced before, escalating to more senior specialists if appropriate. Roles will generally be carried out within set policies and procedures. Role holders are likely to be focussed on work assignments for days, weeks or months ahead.</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 in order to ensure delivery against objectives, typically planning weeks ahead. <p>Key Relationships and People Management</p> <ul style="list-style-type: none"> ✓ May manage a team of people and be responsible for creating the conditions that allow them to perform at their best, promoting their development, and ensuring the provision of an excellent support service. ✓ May mentor colleagues by sharing knowledge and experience in order to improve overall team effectiveness. ✓ May interface with other parts of the business to understand requirements, communicating effectively to ensure a high service standard is maintained. ✓ Develop positive working relationships with colleagues and stakeholders to assist in achieving objectives for own area <p>Delivery & Support</p> <ul style="list-style-type: none"> ✓ Undertake assignments and projects within set policies and procedures, making decisions within agreed parameters to ensure efficient and effective working, and supporting the Co-op to deliver its customer offer ✓ Apply specialist technical knowledge across a range of different areas to deliver required services in line with defined processes, escalating queries or tasks if outside standard procedures or experience. | | |

- ✓ May provide specialist advice or training to colleagues in order to provide them with the information and/or understanding they need.
- ✓ Analyse and summarise data, drawing out the key messages for managers and colleagues to aid decision making
- ✓ May support projects and initiatives to aid in the achievement of agreed goals.

Financial/Commercial and Risk

- ✓ Ensure own and team compliance with appropriate standards, policies and regulations, and the identification and management of risks within agreed frameworks, escalating where appropriate
- ✓ Ensure delivery of own and team's work in line with agreed KPI's, contributing to the area's achievement of commercial objectives

Development & Business Improvement

- ✓ Identify opportunities for development and take responsibility for improving own and team knowledge of the service and changing business needs
- ✓ Take responsibility for self-development (keep abreast of developments in relevant area of expertise) and development of others to improve individual and team performance for the benefit of the function or business unit
- ✓ Identify opportunities to deliver continuous improvement in own area to enhance the customer offer
- ✓ Contribute to change projects as requested, ensuring delivery against objectives
- ✓ Ensure knowledge of regulations, policies and procedures in own area is up to date and be able to apply these quickly to different situations.

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

- Accountable for the funeral home with a focus on client perception and presentation of the home, ensuring all homes are open at the best times for our clients, and the maintenance, Health, safety and risk issues within the premises are managed effectively
- Builds internal and external networks, nurturing relationships, and represents the business by taking an active role in trade and community organisations
- Analyse and review management information in order to focus on key areas of improvements locally, as well as understanding and contributing to sharing of the best ways of working across the wider business in order to drive consistency of standards and service delivery
- Build a strong and effective relationship with the Care Logistics Manager in order to ensure client service is of the highest standard, taking responsibility for any client complaints and issues, irrespective of where the issue arose
- Ensure full understanding of the capacity and My Plan activities and business communications are cascaded to all colleagues timely
- Ensure all colleagues are fully compliant with Health & Safety, our ways of working and all agreed processes
- **Wage input workforce planning is delivered in line with the Funeralcare Agreement. Ensure all recruitment needs are met and succession planning in place, recognise talent to support the regional succession plans through great career conversations**
- Ensure Payroll is delivered in line with budget and colleagues are paid accurately and on time in line with the Funeralcare Agreement

| Key Performance Indicators: | Indicative Knowledge, Skills & Experience |
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| <ul style="list-style-type: none"> ✓ Demonstrate agreed Co-op values and behaviours ✓ Managing performance of others against Co-op values and behaviours ✓ Delivery of work to meet SLA targets in terms of quality and timeliness ✓ Feedback from colleagues ✓ Delivery against operational KPI's ✓ Accuracy and quality of analysis and advice ✓ Development of self and team, as relevant to the role ✓ Performance of team managed, if relevant to the role ✓ Own and team compliance with policies and standards, as appropriate to the role ✓ Evidence of continual professional development | <ul style="list-style-type: none"> ✓ Technical or vocational qualification relevant to the role, or equivalent by experience ✓ Ability to analyse data and draw conclusions ✓ Strong communication skills, including the ability to communicate effectively with colleagues and stakeholders ✓ Ability to understand and deliver against business requirements ✓ Ability to manage and plan own workload to deadlines, including handling conflicting and changing priorities ✓ Ability to manage a team ✓ Ability to follow directions and procedures with strong attention to detail ✓ Ability to work as part of a team ✓ Proficient IT skills ✓ Ability to support others by sharing technical knowledge and providing advice ✓ Ability to identify areas for improvement and escalate risks ✓ Customer and market awareness relevant to own specific area of business |
| 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"> • Profit • Market share • Funeral Volume • Care of the deceased & Time in Care • Funeral Excellence Scores • Colleague Engagement • Client Complaints • Health & Safety compliance • Risk Compliance • Mandatory Training | <ul style="list-style-type: none"> • Client obsessed – passionate about understanding client needs and delivering to their needs • Ability to build effective and relationships and networks within a local community at all levels • Ability to coach, mentor and lead a team over multiple sites in an evolving and changing environment • High attention to detail and standards in relation to the deceased • Experience of analysing MI to improve performance • Required to always act with discretion and empathy • Ability to act promptly but in a measured and considered way • Driving Licence essential |