



Funeral Care Candidate Guide

Funeral Director



Candidate Name:	
Role Applied For:	
Date:	

Aim

The intent of this guide is to:

- Outline the structure of the Interview Day
- Provide you with important background information you will need

The aim of the Interview Day is to:

- Give you an insight into the role you have applied for
- Help us to understand how you would fit in the role you have applied for

You will complete one candidate exercise (details on next page) followed by a behavioural Interview. Both the candidate exercise and the Interview are designed to learn about your skills & previous work experience, and how that aligns with our Co op behavioural framework.

Interviewers

There will be two members from the Funeral Home Hiring Team with you on the Interview Day. One person will be the Interviewer, who will ask you questions and is the person you will primarily interact with. The other person will be a Note Taker, who will be there to observe and take notes.

Both the Interviewer and The Note Taker will be taking notes and observing throughout the Candidate Exercise and Interview.

Overview and Timings

Outlined below is an overview of the schedule and timings of the day:

Timings	Activity	Description
Part 1 - Completed prior to the Interview Day		
Candidate Exercise Preparation		
Completed prior to the Interview Day	90-Day plan Pre-work	<ul style="list-style-type: none">• Review the data provided & prepare a 90-day plan of your first 3 months in the business as Funeral Director
Part 2 - Completed as part of the Interview Day		
Candidate Exercise		
15 mins	90-Day plan	<ul style="list-style-type: none">• Talk through your 90 day plan with interviewers
Behavioural Interview		
30 mins	Behavioural Interview	<ul style="list-style-type: none">• 4 Behaviours are assessed during the interview

Candidate Exercise

The role of Funeral Director is to to deliver world class client service, by arranging and conducting the Funeral and being a trusted advisor to our clients. They are responsible for building meaningful & mutually beneficial relationships with clients and the wider community, to support in the growth of the business & our vision of being the No.1 Funeralcare provider in the UK.

Below is a fictional dashboard, showing your branch performance.

Weekly Dashboard			
Funeral Home	Client Satisfaction	Pre-Paid Funerals	Market Share Variance
Your branch	72%	67%	+0.13%
Top performing branch in region	93%	75%	+12.4%

The task:

Your task is to prepare a 90-Day plan detailing what you would do in the first 90 days in position as a Funeral Director, to improve your branch performance, in line with top performing branch in the region.

You should think about:-

- What would be your priority, and how does this align with the business priorities?
- Who would you need to speak to in order to achieve your objectives? (Internal or external)
- How will you do it? What support would you need?

You should prepare to share your ideas with the Interviewer, you will have 10 minutes on the day.

You can share your ideas however you wish, and **do not** need to prepare a formal presentation.

Glossary of Terms

Pre-paid funerals - % of funerals sold which are based on Co-op’s standardised pricing models

Market share Variance - Market share performance compared to the same period in the previous financial year

Notes

NOTES:

