

<p><b><u>Grade G</u></b></p> <p><b><u>Grade Descriptor:</u></b> Junior specialists, more senior administrative staff, or team leaders for operational roles.</p>	<p><b>Role Title:</b> Funeral Director</p> <p><b>Reports To:</b> Funeral Service Manager</p> <p><b>Business/Function:</b> Funeralcare</p>	<p><b>Budget (Direct or Indirect):</b> £<a href="#">Click here to enter text.</a></p> <p><b>No. Direct Reports:</b> 0</p> <p><b>No. Indirect Reports:</b> 0</p>
<p><b>Grade &amp; Role summary:</b> To deliver world class consistent client service, being there every step of the way, arranging and conducting the Funeral and being a trusted advisor to clients. Building meaningful, mutually beneficial relationships with clients and the wider community. <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><b>Key Accountabilities:</b></p>		
<p><b>Planning Horizons</b></p> <ul style="list-style-type: none"> <li>✓ Plan and organise own workload or workload of the team managed to ensure delivery against objectives, typically planning days or weeks ahead.</li> </ul> <p><b>Key Relationships and People Management</b></p> <ul style="list-style-type: none"> <li>✓ May train or mentor junior colleagues by sharing knowledge and experience in order to develop their abilities</li> <li>✓ 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</li> <li>✓ May interface with other parts of the business to understand requirements, communicating effectively to ensure a high service standard is maintained</li> <li>✓ Work collaboratively with colleagues to help deliver team objectives</li> </ul> <p><b>Delivery &amp; Support</b></p> <ul style="list-style-type: none"> <li>✓ Undertake specified tasks and activities within set policies and procedures, including taking routine decisions, ensuring efficient and effective working</li> <li>✓ 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</li> <li>✓ Collate and provide information to managers and colleagues to help inform decision making</li> <li>✓ Solve basic problems within agreed parameters, escalating where appropriate</li> </ul> <p><b>Financial/Commercial and Risk</b></p> <ul style="list-style-type: none"> <li>✓ Ensure own and team compliance with appropriate standards, policies and regulations, and the identification of risks, escalating where appropriate</li> <li>✓ Deliver own work in line with agreed KPI's, contributing to the area's achievement of commercial objectives</li> </ul> <p><b>Development &amp; Business Improvement</b></p>		

✓ 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):**

- Accountable for the client's experience, be the main point of contact, arranging and conducting the funeral, return of ashes to clients and making sure everything is done to meet the client expectations.
  - Work closely with the Funeral Arranger to ensure all client's needs are met with 100% professional and consistent service levels.
  - Actively build relationships in the community with key influencers and local organisations in line with the Funeralcare plan, promote the Co-op brand with a focus on increasing Co-op member participation, numbers and market share.
  - Responsible for the input of all funeral arrangement data into the digital service, ensuring all client documentation is properly administered and their account is invoiced in a timely manner
  - Taking payment and using our systems and technology are essential
  - To lead the Funeral Service Crew and/or Ceremonial Crew on the day of the funeral, ensure all the necessary information is transmitted to and understood by the logistics team
  - To assist on funerals conducting and where necessary carrying the deceased
  - To comply with all regulatory and policy standards
  - Offer our funeral and life planning products and services, with a specific focus on the "at need" journey
  - Channel the clients post need requirements to the specialist who can help them most
  - When required to do so, cover funeral homes to ensure we are always open to our clients
  - Ensure that all health & safety policies and procedures are adhered to at all times
- In outliner areas:
- Assist in the care and preparation of the deceased to the highest standard
  - Prepare and trim all types of coffins, including engraving name plates
  - Assist, move and handle deceased by way of coffin or stretcher where necessary, for example up and down stairs and in confined spaces. Ensure specialist equipment and approved manual handling **techniques are followed**
  - **Upon arrival at the mortuary, convey the deceased to the appropriate location within the building, completing the required security process, following the manual handling guidelines at all times**
  - **Maintain the cleanliness of equipment and facilities, including general housekeeping and maintenance, ensure all daily checks of vehicles are carried out prior to deployment**

Key Performance Indicators:	Indicative Knowledge, Skills & Experience
<ul style="list-style-type: none"> <li>✓ Demonstrate agreed Co-op values and behaviours</li> <li>✓ Managing performance of others against Co-op values and behaviours</li> <li>✓ Quality of work</li> <li>✓ Efficiency of work</li> <li>✓ Delivery against operational KPI's</li> <li>✓ Feedback from colleagues</li> <li>✓ Own and team compliance with policies and procedures, as relevant to the role</li> <li>✓ Performance of team managed, if a line management role</li> <li>✓ Development of self and team, if a line management role</li> </ul>	<ul style="list-style-type: none"> <li>✓ Vocational qualification relevant to the role, or equivalent by experience</li> <li>✓ Basic literacy, numeracy and IT skills</li> <li>✓ Ability to communicate clearly and effectively with colleagues and external stakeholder</li> <li>✓ An ability to understand and deliver against customer requirements</li> <li>✓ 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</li> <li>✓ Ability to follow directions and procedures with strong attention to detail</li> <li>✓ Willingness to learn new skills and approach challenges</li> <li>✓ Proficient IT skills</li> <li>✓ Ability to work as part of a team</li> </ul>
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"> <li>• <b>Funeral Excellence score and questionnaire feedback</b></li> <li>• <b>Funeral pre-payment plan sales</b></li> <li>• <b>Masonry sales and penetration</b></li> <li>• <b>Time between first call notification and first appointment with the client</b></li> <li>• <b>Time in care</b></li> <li>• <b>Regulatory compliance</b></li> <li>• <b>Community activity</b></li> <li>• <b>Standards Audit compliance</b></li> <li>• <b>Client Complaints</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Client obsessed – Passionate about understanding client needs and delivering to their needs.</b></li> <li>• <b>Ability to quickly build relationships and networks within the community</b></li> <li>• <b>Good interpersonal skills with the ability to influence at all levels across the business</b></li> <li>• <b>Attention to detail is paramount</b></li> <li>• <b>Required to always act with empathy and discretion</b></li> <li>• <b>Ability to act promptly but in a measured and considered way</b></li> <li>• <b>Driving licence essential</b></li> </ul>