



# Funeral Care Candidate Guide



Funeral Director & Funeral  
Arranger Recruitment

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 to complete the Candidate Exercise

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 the Candidate Exercise, followed by an Interview. Both the Candidate Exercise and the Interview are designed to stretch and challenge you to be the best you can be in the unique context of the role at Co-op.

Other Roles

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	Data Dashboard	<ul style="list-style-type: none"><li>• Review the data dashboard which is part of the Candidate Exercise and prepare your comments, there are questions to help shape your thinking</li></ul>
Part 2 – Completed as part of the Interview Day		
Candidate Exercise (15 minutes)		
5 mins	Preparation Time	<ul style="list-style-type: none"><li>• Prepare to share your observations from the dashboard</li></ul>
10 mins	Data Dashboard	<ul style="list-style-type: none"><li>• Talk through your comments on the data dashboard</li></ul>
Behavioural Interview (45 minutes)		
30 mins	Behavioural Interview	<ul style="list-style-type: none"><li>• 5 Behaviours are assessed during the interview</li></ul>

Data Dashboard – Candidate Exercise

Data Dashboard

Please review the dashboard below. This uses example data and the figures are not based on the Funeral Home you have applied for a role in and will not be part of your day to day role but helps to assess your understanding of data

The task:

Please consider the following questions:

- Which Funeral Home is performing the best out of the 3?
- Why do you think that Funeral Home is performing the best?
- Based on the information in the dashboard, if you were working in a Funeral Home that isn't performing as well, what would you do to increase performance?
  - What additional factors would you take into consideration?
  - Why do you believe these factors are important?
- Why do you think having an understanding of sustainability is important for Co-op in supporting its purpose?

Preparing for sharing your ideas:

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

At the Interview Day:

- Sharing your ideas: talk the Interviewer through your answer to the above questions which relate to the data dashboard

Weekly Dashboard			
Funeral Home	Total Sales Budget	Pre-Paid Funerals	Market Share Variance
A	79%	21%	+0.09%
B	63%	67%	+0.13%
C	84%	75%	-0.08%

Glossary of Terms

Compliance - % of tasks completed correctly and in a timely manner

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:

