

<p><u>Grade H</u></p> <p><u>Grade Descriptor:</u> Provide routine operational or clerical support to frontline functions, delivering high quality work in an efficient and timely fashion</p>	<p>Role Title: Ceremonial Crew</p> <p>Reports To: Care Logistics Manager</p> <p>Business/Function: Click here to enter text.</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: Supports the delivery of a world class client service by driving ceremonial vehicles and assisting the Funeral Director on funerals, undertaking various day to day funeral activities within the branch network in line with the agreed client service processes, policies and business standards. <i>Roles at this level will perform a range of tasks as part of a specific service or service team. There will be a clear specification or brief and all tasks will be done within established processes or instructions. Whilst there may not be constant supervision, managerial guidance is always readily available. Problems or any non-standard situation will usually be escalated to more senior role holders. Communication in the roles will be limited to exchanging information.</i></p>		
<p>Key Accountabilities:</p>		
<p>Planning Horizons</p> <ul style="list-style-type: none"> ✓ Plan and order assigned tasks to meet work unit demands for the days ahead, prioritising immediate requirements in response to changes that arise. ✓ Refer non-standard work to more senior colleagues for their assessment of priorities <p>Key Relationships and People Management</p> <ul style="list-style-type: none"> ✓ Support team members performing similar roles and work effectively with others to help deliver collectively allocated tasks. ✓ Maintain a network of contacts, drawing on support and advice from others as needed. <p>Delivery & Support</p> <ul style="list-style-type: none"> ✓ Deliver a limited range of standard clerical, administrative or operational tasks using existing systems or processes to an agreed quality standard and specification to maximise service quality and continuity. ✓ Conduct allocated activities in accordance with set policies and procedures (e.g. health and safety) to ensure compliance, efficiency and safety. <p>Financial/Commercial and Risk</p> <ul style="list-style-type: none"> ✓ Identify hazards or risks in the workplace, and report these in line with procedures, helping to ensure safety and that risks are recorded and can be managed. ✓ Take responsibility for ensuring own actions and behaviours are in compliance with standard policy and procedures at all times. <p>Development & Business Improvement</p>		

- ✓ Use standard equipment, machinery, systems and procedures and follow standard formats, templates and instructions to carry out work in line with current best practice.
- ✓ Keep up to date with new procedures and systems to ensure compliance
- ✓ Identify opportunities for development and take responsibility for improving own knowledge of the service, organisation, and changing customer needs to support excellent customer service

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

- Undertake driving duties to transport both customer and deceased, using all types of vehicles, maintain a professional and dignified approach at all times
- Respond to special requests from clients on the day and assist the Funeral Director to make sure the presentation of the funeral is of the highest standard and meet the client requirements e.g floral tributes are handled with care
- Play an active role in the delivery of world class service by assisting the Funeral Director on funerals
- Clean Funeralcare vehicles on a day to day basis and carries out vehicle checks and routine maintenance in line with procedures
- Assist in the maintenance and cleaning of relevant funeral premises as and when required
- Assist, move and handle deceased by way of coffin, lifting up and down stairs and confined spaces
- To secure premises and assets, assist in general housekeeping in both public and private areas, report any building, equipment and maintenance to a line Manager
- To comply with the Co-op Group policies and procedures reporting any infringements where identified
- To participate in community activity promoting the business
- Ensure Health & Safety policies procedures and checks are adhered to at all times

Key Performance Indicators:

- ✓ Demonstrate agreed Co-op values and behaviours
- ✓ Quality of work
- ✓ Deadlines met
- ✓ Feedback from colleagues and customers
- ✓ Consistent compliance with policies and processes
- ✓ Developing skillset and staying abreast of new processes and best practice

Indicative Knowledge, Skills & Experience

- ✓ Relevant vocational qualification or limited work related experience
- ✓ Ability to communicate clearly and effectively with customers and colleagues
- ✓ Ability to use standard IT equipment and packages
- ✓ Literacy and numeracy
- ✓ Team player
- ✓ Accuracy and ability to prioritise tasks within a broader routine
- ✓ Basic awareness of the activities of the work unit
- ✓ Willingness to learn new skills

Variation In Key Performance Indicators Specific To This Role (insert no more than 10 items):

- Standards audit results
- Time in care

Variation In Knowledge, Skills & Experience Specific To This Role (insert no more than 10 items):

- A current clean driving licence is essential
- Ability to work to schedules (running order)

<ul style="list-style-type: none">• Funeral Excellence Scores• Standards in relation to policy adherence• Health and Safety compliance	<ul style="list-style-type: none">• Ability to carry out instructions/direction from others• Experience of providing a confidential, diplomatic and discrete service• Ability to work flexible and prioritise• High attention to detail
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