

<p><u>Grade G</u></p> <p><u>Grade Descriptor:</u> Junior specialists, more senior administrative staff, or team leaders for operational roles.</p>	<p>Role Title: Funeral Service Crew</p> <p>Reports To: Care Logistics Manager</p> <p>Business/Function: Funeralcare Operations</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: To enable the client facing colleagues in the delivery of world class service, by supporting the logistics operation. <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>Key Accountabilities:</p>		
<p>Planning Horizons</p> <ul style="list-style-type: none"> ✓ Plan and organise own workload or workload of the team managed to ensure delivery against objectives, typically planning days or weeks ahead. <p>Key Relationships and People Management</p> <ul style="list-style-type: none"> ✓ May train or mentor junior colleagues by sharing knowledge and experience in order to develop their abilities ✓ 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 ✓ May interface with other parts of the business to understand requirements, communicating effectively to ensure a high service standard is maintained ✓ Work collaboratively with colleagues to help deliver team objectives <p>Delivery & Support</p> <ul style="list-style-type: none"> ✓ Undertake specified tasks and activities within set policies and procedures, including taking routine decisions, ensuring efficient and effective working ✓ 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 ✓ Collate and provide information to managers and colleagues to help inform decision making ✓ Solve basic problems within agreed parameters, escalating where appropriate <p>Financial/Commercial and Risk</p> <ul style="list-style-type: none"> ✓ Ensure own and team compliance with appropriate standards, policies and regulations, and the identification of risks, escalating where appropriate ✓ Deliver own work in line with agreed KPI's, contributing to the area's achievement of commercial objectives <p>Development & Business Improvement</p> <ul style="list-style-type: none"> ✓ 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):

- Assist in care and preparation of the deceased to the highest standard
- Undertake driving duties, transporting the deceased and clients in ceremonial vehicles i.e. hearse or limosine
- Maintaining a professional and dignified manner under distressed circumstances
- Work together to promote teamwork to ensure high standards of service delivery
- Prepares and trims all types of coffin, including the engraving of nameplates
- Assist the Funeral Director, bearing the deceased in coffin or stretcher, floral tributes etc
- Assist move and handle the deceased by way of coffin or stretcher when required may lift and carry up/down stairs and in confined spaces
- Participate in a rota with other colleagues in the logistics team to ensure our clients needs are meet out with core opening hours
- Ensure the use of appropriate equipment and approved manual handling techniques
- Observe the ways of working including identification procedures, updating the digital service when required to do so
- Maintain the cleanliness of equipment and facilities, including general housekeeping and maintenance and ensure the routine vehicle checks are carried out prior to deployment
- Liaise and report to the Care Logistics Manager as directed within operational procedures in updating location and status respond appropriately to instructions
- Maintain records as appropriate, comply with all Funeralcare instructions, procedures, guidelines, protocols, policies and relevant systems, adhere to all statutory regulations
- Ensure you fully comply with all Health and safety requirements and checks
- To participate in community activity promoting the business

Key Performance Indicators:

- ✓ Demonstrate agreed Co-op values and behaviours
- ✓ Managing performance of others against Co-op values and behaviours
- ✓ Quality of work
- ✓ Efficiency of work
- ✓ Delivery against operational KPI's
- ✓ Feedback from colleagues
- ✓ Own and team compliance with policies and procedures, as relevant to the role
- ✓ Performance of team managed, if a line management role
- ✓ Development of self and team, if a line management role

Indicative Knowledge, Skills & Experience

- ✓ Vocational qualification relevant to the role, or equivalent by experience
- ✓ Basic literacy, numeracy and IT skills
- ✓ Ability to communicate clearly and effectively with colleagues and external stakeholder
- ✓ An ability to understand and deliver against customer requirements
- ✓ 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
- ✓ Ability to follow directions and procedures with strong attention to detail
- ✓ Willingness to learn new skills and approach challenges
- ✓ Proficient IT skills
- ✓ Ability to work as part of a team

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"> • Standards audit results • Time in care • Funeral Excellence Score • Standards in relation to policy adherence • Health & Safety compliance 	<ul style="list-style-type: none"> • Ability to carry out heavy lifting and manual handling from strained positions • Accept and act upon instructions • Attention to detail is paramount • Required to always act with discretion and empathy • Ability to act promptly but in a measured and considered way • Driving Licence essential