



FUNERALCARE ROLES

Funeral Service Crew

As a Funeral Service Crew colleague, you'll provide care for the deceased and support during funerals. Working closely with the wider team, you'll help deliver a seamless and sensitive service to people when they need it most.

This role involves direct physical contact with the deceased as part of your normal duties. You'll collect the deceased from a range of locations and situations, including accident scenes, residential homes, care homes and hospitals. This will involve physical lifting. You'll also prepare the deceased in our care for viewings and funerals, which could include adding jewellery, applying make-up, dressing them and helping them look presentable.

You'll prepare coffins and engrave nameplates, bear coffins on the day of the funeral, and drive different types of funeral vehicles safely and within legal requirements. You'll also be responsible for maintaining the cleanliness of equipment, facilities and vehicles.

This role includes participation in an on-call rota, which will require you to work weekends, bank holidays and hours outside your normal schedule. We aim to provide at least four weeks' notice of rota arrangements wherever possible.

Everything you do will be carried out with professionalism, dignity and respect, while following all health and safety standards.

We know this kind of work can be tough on your head and your heart. It can be emotionally and mentally draining at times, which is why creating a supportive and caring environment for our colleagues matters just as much as the work we do for our communities.

Funeral Arranger

As a Funeral Arranger, you'll be the key point of contact for our clients. You'll build and maintain positive relationships, taking time to understand each client's needs and guide them through planning a funeral. You'll make sure clients understand all the options and products available to them because it's the least that every family deserves.

Our clients often look to us for help, support and advice during a difficult time, so empathy and compassion are essential in this role. You'll work with a range of systems and devices to accurately manage client documentation, funeral arrangements and invoicing.

You'll also help ensure that the funeral home remains clean, safe and welcoming, both inside and out.

As a Funeral Arranger, you may spend a lot of time working independently and will usually be based in a branch rather than one of our care centres.

This role may involve direct physical contact with the deceased as part of your normal duties. You may be required to prepare the deceased in our care for viewings and funerals, which could include adding jewellery, applying make-up, dressing them and helping them look presentable. You may also support with the manual handling of coffins and assist with the care and preparation of the deceased.



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Mobile Funeral Arranger

As a Mobile Funeral Arranger, you'll be a key point of contact for our clients and will travel within the community to meet them. You'll build and maintain positive relationships, arrange family visits and answer any questions clients may have. You'll help clients understand all the options and products available to them because it's the least that every family deserves.

Like our Funeral Arrangers, you'll need to be comfortable using technology and working across different systems and devices to accurately manage client information, funeral arrangements and invoicing.

You'll also help make sure that funeral homes remain clean, safe and welcoming for visitors and colleagues.

This role involves direct physical contact with the deceased as part of your normal duties. You'll handle and transport coffins and support with the care and preparation of the deceased. This could include adding jewellery, dressing them and helping them look presentable for viewings and funerals.

Funeral Plan Arranger

As a Funeral Plan Arranger, you'll be the first point of contact for funeral plan enquiries. You'll deliver an outstanding client experience and support clients and colleagues with funeral plan enquiries and sales, whether that's face-to-face, over a Teams call or on the phone.

Working within a regulated environment and always following FCA guidelines and regulations, you'll provide expert guidance on funeral plans and help clients understand their options so they can plan the service that's right for them.

No two days are the same. You'll manage your own diary, meet clients across the region, follow up on enquiries and build relationships within local communities.

You'll also support the wider Funeralcare team when needed within the branch. On these occasions, you may have direct physical contact with the deceased. This may include supporting with the preparation and transportation of the deceased, as well as their care and preparation. This could involve adding jewellery, dressing them and helping them look presentable for viewings and funerals.

Embalmer

As an Embalmer, you'll provide an empathetic and personal service to clients from all backgrounds and religions. You'll prepare the deceased and carry out practical physical assessments while ensuring the highest standards of care and professionalism.

You'll also help colleagues understand the benefits of embalming and the role it can play in supporting families.

You'll use a range of systems as part of your role, so you'll need to be comfortable working with technology and maintaining accurate records. You'll also help maintain a safe working environment and follow all relevant health and safety requirements.

This is a mobile role, and you'll travel across our care centres as required.

To work as an Embalmer, you'll need a BIE (British Institute of Embalmers) qualification.



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Funeral Director

As a Funeral Director, you'll work closely with grieving families, offering support and guidance throughout the funeral arrangements with the support of the wider team. You'll be at the heart of the service, building and maintaining positive relationships with clients, understanding their needs and guiding them through the planning process.

You'll ensure clients understand all the options and products available to them because it's the least that every family deserves.

Our clients often rely on us for help, support and advice during a difficult time, so empathy and compassion are essential. You'll work across a range of systems and devices to accurately manage client documentation and invoicing, while overseeing funeral arrangements.

You'll also ensure that the funeral home remains clean, safe and welcoming, both inside and out.

You may be required to support funerals directly by driving funeral vehicles, bearing coffins or conducting ceremonies when needed. You'll also be responsible for ensuring vehicles are safe to use by carrying out pre-use vehicle checks.

This role requires you to balance managerial and business responsibilities while building strong, trusted relationships with clients and the local community.

You'll also have direct physical contact with the deceased, including responsibilities such as preparation, transportation and personal care while they are in Co-op's care. As part of the role, you'll also participate in the on-call rota and provide out-of-hours support.

Night Ambulance Crew

As part of our specialist night ambulance service, you'll collect and transport the deceased into our care during night-time hours. You'll attend a range of locations and situations, including accident scenes, residential homes, care homes and hospitals. This role involves physical lifting and handling as part of your normal duties.

By carrying out this important work, you'll help us provide a 24/7 service, supporting clients whenever they need us.

You'll also support activities within the funeral home, including caring for and preparing the deceased ahead of viewings and funerals. This could involve adding jewellery, applying make-up, dressing them and helping them look presentable.

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