

Your interview with Co-op Funeralcare will be competency based. This means we'll ask you to provide specific examples of times when you've demonstrated those skills in the past. You can use examples from your personal or professional life. We assess against our 'Ways of being Co-op' and our behavioural framework. There's more information below. You can find out more about Co-op Funeralcare at [www.coop.co.uk](http://www.coop.co.uk)



Being Co-op is about creating a workplace that celebrates difference. Somewhere we all feel responsible, valued, empowered and trusted to do the right thing for each other, our members and our customers.

The four Ways of Being Co-op guide our future – no matter what we do, they're how we do it.



- Do what matters most
- Be yourself, always
- Show you care
- Succeed together

## Behavioural Competency

<b>Collaboration and Team Work</b>  The will and ability to work collaboratively with others both within own department and across functional boundaries.	<b>Communication</b>  The ability to communicate in a clear and precise manner and actively listen.
<b>Service Focus</b>  A real interest in understanding what the internal client and/or external customer wants and doing everything possible to deliver or exceed expectations.	<b>Positivity</b>  The willingness and ability to maintain a positive approach to work despite challenges or changes. The confidence to offer an opinion or constructively challenge the way things are done in the interests of getting the best results.