

<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: Night Ambulance 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 my client facing colleagues to deliver world class service, by supporting the Logistics operation in the collection and transportation of the deceased and their effects. <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>		

- ✓ 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):

- Undertake driving duties, transporting the deceased, maintaining a professional and dignified manner at all times and promote teamwork to ensure high standards of service delivery
- Assist in the care and preparation of the deceased to the highest standards
- Work together with colleagues to promote teamwork to ensure high standards of service delivery
- Prepares and trims all types of coffins. Including the engraving of name plates
- Assist in moving and handling deceased by coffin or stretcher where necessary (e.g lifting and carrying up and down stairs and in confined spaces)
- Ensure the use of appropriate equipment and approved manual handling techniques
- Maintain the cleanliness of the equipment and premises you come into contact with
- Observe the way of working including identification procedures, updating the digital service when required to do so
- Ensure all health and safety checks of designated vehicles and equipment are carried out prior to use and in line with ways of working
- Liaise and report to the Care Logistics Manager as directed within operational procedures in updating location and status and respond appropriately to instructions
- Upon arrival at the mortuary, convey the deceased to the appropriate location within the building, completing the required security process and following manual handling guidelines at all times
- **Maintain records as appropriate. Comply with all Funeralcare instructions, procedures, guidelines, policy and protocols and adhere to all statutory legislation**
- **Advise clients of the next steps in the process and initiate any Funeral Director support when the need is identified**
- **Carry out risk assessments and provide guidance to any colleague who support you in your duties**
- **Maintain records and comply with all process and administration procedures**

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"> • Time in care • Funeral Excellence Score • Standards and policy adherence • Health and Safety compliance 	<ul style="list-style-type: none"> • Ability to carry out lifting and manual handling of heavy loads from strained positions • Attention to detail is paramount • Required to always act with discretion and empathy • Ability to act promptly but in a measured and considered way • Advise the customer on the next steps and the ability to adapt to changing priorities • Driving licence essential