

<p><b><u>Grade F</u></b></p> <p><b><u>Grade Descriptor:</u> Technical specialists or more junior operational managers, working with minimal guidance.</b></p>	<p><b>Role Title:</b> Embalmer</p> <p><b>Reports To:</b> Care Logistics Manager</p> <p><b>Business/Function:</b> Funeralcare Operations</p>	<p><b>Budget (Direct or Indirect):</b> £N/A</p> <p><b>No. Direct Reports:</b> N/A</p> <p><b>No. Indirect Reports:</b> N/A</p>
<p><b>Grade &amp; Role summary:</b> To deliver excellent client service by carrying out embalming in line with industry and Funeralcare guidelines involving the care of deceased and preparation of the deceased ensuring the highest possible standards and all specific client requirements are considered. Roles at this level will be technical specialists or more junior operational managers. The role holders will be expected to be able to work with minimal guidance and be able to apply their specialist skills and knowledge in a range of different situations. There will be a need to analyse problems before developing solutions, and to apply judgement in decision-making. This may involve making judgements in situations the job holder has not personally experienced before, escalating to more senior specialists if appropriate. Roles will generally be carried out within set policies and procedures. Role holders are likely to be focussed on work assignments for days, weeks or months ahead.</p>		
<p><b>Key Accountabilities:</b></p>		
<p><b>Planning Horizons</b></p> <ul style="list-style-type: none"> <li>✓ Plan and organise own workload or workload of the team managed in order to ensure delivery against objectives, typically planning weeks ahead.</li> </ul> <p><b>Key Relationships and People Management</b></p> <ul style="list-style-type: none"> <li>✓ May manage a team of people and be responsible for creating the conditions that allow them to perform at their best, promoting their development, and ensuring the provision of an excellent support service.</li> <li>✓ May mentor colleagues by sharing knowledge and experience in order to improve overall team effectiveness.</li> <li>✓ May interface with other parts of the business to understand requirements, communicating effectively to ensure a high service standard is maintained.</li> <li>✓ Develop positive working relationships with colleagues and stakeholders to assist in achieving objectives for own area</li> </ul> <p><b>Delivery &amp; Support</b></p> <ul style="list-style-type: none"> <li>✓ Undertake assignments and projects within set policies and procedures, making decisions within agreed parameters to ensure efficient and effective working, and supporting the Co-op to deliver its customer offer</li> <li>✓ Apply specialist technical knowledge across a range of different areas to deliver required services in line with defined processes, escalating queries or tasks if outside standard procedures or experience.</li> <li>✓ May provide specialist advice or training to colleagues in order to provide them with the information and/or understanding they need.</li> <li>✓ Analyse and summarise data, drawing out the key messages for managers and colleagues to aid decision making</li> <li>✓ May support projects and initiatives to aid in the achievement of agreed goals.</li> </ul>		

### Financial/Commercial and Risk

- ✓ Ensure own and team compliance with appropriate standards, policies and regulations, and the identification and management of risks within agreed frameworks, escalating where appropriate
- ✓ Ensure delivery of own and team's work in line with agreed KPI's, contributing to the area's achievement of commercial objectives

### Development & Business Improvement

- ✓ Identify opportunities for development and take responsibility for improving own and team knowledge of the service and changing business needs
- ✓ Take responsibility for self-development (keep abreast of developments in relevant area of expertise) and development of others to improve individual and team performance for the benefit of the function or business unit
- ✓ Identify opportunities to deliver continuous improvement in own area to enhance the customer offer
- ✓ Contribute to change projects as requested, ensuring delivery against objectives
- ✓ Ensure knowledge of regulations, policies and procedures in own area is up to date and be able to apply these quickly to different situations.

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

- Preparation of the mortuary theatre and associated equipment in line with industry guidelines and Funeralcare policies, maintaining cleanliness of all
- Carry out necessary administration and ensure all documentation is complete in accordance with legal guidelines and the Funeralcare way of working
- To strictly observe Funeralcare's identification process
- In all infectious cases, refer to Funeralcare's Health and Safety policy and specifically the policy on infection control
- Carry out embalming in line with industry guidelines and Funeralcare policies. Agree fluids/chemicals as appropriate to the condition of the deceased, using only those fluids on the Co-op approved list
- To manage and control the removal and disposal of all clinical waste in line with Health and Safety regulations
- Prepare, dress and care for the deceased in line with specific client instructions
- Control and order embalming stock and equipment
- Raise the awareness levels of embalming services both internally and externally whenever possible
- To undertake training and development to improve own skills and knowledge in order to carry out duties to the standard required
- To secure premises and assets and to assist in cleaning duties/general housekeeping within both public and private areas of the Funeral home. Ensuring that your line manager is advised of any building/equipment maintenance requirements
- To comply with all the Funeralcare policies and procedures and report any infringements where identified
- To participate in community activity promoting the business

### Key Performance Indicators:

### Indicative Knowledge, Skills & Experience

<ul style="list-style-type: none"> <li>✓ Demonstrate agreed Co-op values and behaviours</li> <li>✓ Managing performance of others against Co-op values and behaviours</li> <li>✓ Delivery of work to meet SLA targets in terms of quality and timeliness</li> <li>✓ Feedback from colleagues</li> <li>✓ Delivery against operational KPI's</li> <li>✓ Accuracy and quality of analysis and advice</li> <li>✓ Development of self and team, as relevant to the role</li> <li>✓ Performance of team managed, if relevant to the role</li> <li>✓ Own and team compliance with policies and standards, as appropriate to the role</li> <li>✓ Evidence of continual professional development</li> </ul>	<ul style="list-style-type: none"> <li>✓ Technical or vocational qualification relevant to the role, or equivalent by experience</li> <li>✓ Ability to analyse data and draw conclusions</li> <li>✓ Strong communication skills, including the ability to communicate effectively with colleagues and stakeholders</li> <li>✓ Ability to understand and deliver against business requirements</li> <li>✓ Ability to manage and plan own workload to deadlines, including handling conflicting and changing priorities</li> <li>✓ Ability to manage a team</li> <li>✓ Ability to follow directions and procedures with strong attention to detail</li> <li>✓ Ability to work as part of a team</li> <li>✓ Proficient IT skills</li> <li>✓ Ability to support others by sharing technical knowledge and providing advice</li> <li>✓ Ability to identify areas for improvement and escalate risks</li> <li>✓ Customer and market awareness relevant to own specific area of business</li> </ul>
<b>Variation In Key Performance Indicators Specific To This Role (insert no more than 10 items):</b>	<b>Variation In Knowledge, Skills &amp; Experience Specific To This Role (insert no more than 10 items):</b>
<ul style="list-style-type: none"> <li>• Mortuary presentation and hygiene standards at an acceptable level</li> <li>• All documentation is up to date and accurate</li> <li>• All required procedures are followed</li> <li>• Appropriate steps are taken to safeguard Health and Safety at all times</li> <li>• Highest possible standards of presentation are achieved</li> <li>• All waste is disposed of via clinical waste provider</li> <li>• All client instructions are met</li> <li>• Adequate stock levels are maintained</li> <li>• Confidently advise on and promote embalming</li> <li>• Attendance at required training</li> <li>• Feedback to line manager</li> </ul>	<ul style="list-style-type: none"> <li>• Highest possible care and respect shown to all deceased within our care at all times</li> <li>• B.I.E. Qualified</li> <li>• Driving license essential for Regional/Area Embalmer (Embalmers how cover more than one location</li> <li>• Demonstrate experience of providing a confidential, diplomatic and discrete service to clients</li> <li>• Ability to be flexible and prioritise</li> <li>• High attention to detail</li> <li>• Accuracy and ability to follow instructions</li> <li>• Confident and professional telephone manner</li> </ul>