

Role Profile - Funeral Operations Lead

Role Levelling

Purpose	Key Relationships
<p>To lead and manage the day to day to requirements of allocated care centre and lead their teams ensuring continued improvement v budget and previous years by providing exemplary standards of care through highly motivated and engaged teams.</p> <p>To ensure we deliver an industry leading Funeral service and deliver profitable market share growth by offering exceptional levels of care for deceased.</p>	<ul style="list-style-type: none"> • Internal and External stakeholders • 3rd party suppliers • Regulatory bodies (CMA, IFSO, NAFD etc)

Key Accountabilities	Measures of Success	Experience/ Qualifications Required
<ul style="list-style-type: none"> •Lead allocated care centre to the highest operational standards, operational excellence, end to end client journey and commercial performance through people. •Implement the funeral business plan and deliver agreed financial targets through offering value, care and choice. •Deliver an industry leading funeral service and deliver profitable market share growth. Support Funeral Directors to deliver exceptional client service on the day of funeral. Ensures that the funeral fleeting operation meets client expectations. •Engage and develop teams to ensure a highly motivated and multi skilled workforce. •To provide leadership, coaching, and change management support to direct reports. •Responsible for standards and all Fire, Security and Health and Safety requirements in allocated care centre, including client and colleague areas, all back of house areas, refrigeration, and mortuaries. Ensures First Aid requirements are adhered to. •Ensure vehicles and equipment are maintained and colleagues trained in correct use. •Manage stock holding and order of coffins and sundry items. •Responsible for quality of care given to deceased and clients at point of transferring deceased into our care. Exceptional levels of care for deceased at the operations care centre. •Lead teams to ensure preparation of deceased meets client expectations. Chapel visits facilitated within Society's expected timescale. •Ensures all operational colleagues fully, and accurately, complete all paperwork associated with care for deceased. Including mortuary register, cremated remains register, and electronic trackers. Compliance with identification of deceased processes. •Supports the Funeral Cluster Manager with reasonable requests to ensure standards of care for deceased are maintained throughout the area, and to conduct funerals if required. 	<ul style="list-style-type: none"> •Performance of care centre •Achievement of Key Performance Indicators (as per scorecard and P&L) •Growth in market share •Colleague Engagement •Audit/compliance outputs •Client complaints •Colleague Development •Contract Service Level Agreements 	<ul style="list-style-type: none"> •Awareness of funeral industry •Awareness of leadership and line manager responsibility •Commercial awareness