

# Job Description and Person Profile

<b>Business/Support service</b>	Funeral
<b>Job Title</b>	Funeral Director
<b>Grade</b>	Ungraded
<b>Job Family</b>	Funeral Operations
<b>Reporting to (Job Title)</b>	Regional / Funeral Services Manager
<b>Number of direct reports</b>	Dependent on funeral home
<b>Number of indirect reports</b>	N/A
<b>Budget Responsibility</b>	As per published accounts
<b>Contacts</b>	Regional Manager, Funeral Services Manager, Business Support Functions, Funeral Operations, Internal Customers and External Clients

<b>a) Job purpose</b>
<ul style="list-style-type: none"> <li>• To manage all day-to-day activities in up to four funeral homes, providing a front-line, customer-focused service to clients wishing to arrange a funeral, ensuring the highest standards of service excellence and respect for the deceased.</li> <li>• The Funeral Director is responsible to the Regional Manager to achieve agreed budgets, targets and contribution levels.</li> <li>• The Funeral Director must maintain active and co-operative communication with the Funeral Service Manager/s.</li> <li>• He/she will be directly responsible for the colleagues in the funeral homes, maintaining operational standards and providing leadership and guidance.</li> <li>• The Funeral Director will become actively involved in the local community and will establish positive relations with the clergy and members of other religious bodies, with hospitals and nursing homes and voluntary groups.</li> <li>• The priority on all dealings with the public and external contacts is to provide a flexible, service orientated approach.</li> </ul>
<b>b) Key accountabilities</b>

### **c) Main responsibilities**

- Actively promote the services of the funeral home
- Develop primary contacts
- Develop personal involvement in local community activities
- Nurture positive perceptions of funeral homes and colleagues
- Carry out the funeral arrangement with the clients completing all details accurately using the required documentation and obtain client signatures.
- Offer the client the full choice of Society's services and range of coffins available.
- Encourage and assist clients to select from our floral and masonry services achieving targets set.
- Explain the full cost of funeral disbursements completing the estimate and obtaining a deposit.
- Keep the client informed of arrangements, playing a key role in ensuring that arrangements are communicated clearly and accurately.
- Carry out viewing room duties, supporting families and the bereaved as required.
- Advise families of pre-payment funeral bonds and arrange funeral bonds as required.
- Complete all administration accurately including the input of information onto the computer.
- Confirm all arrangements prior to the funeral with the family by visit or telephone contact.
- Ensure that checking procedures are completed on every occasion, prior to closing the coffin and before the funeral, and that the documentation is correctly signed.
- Ensure that addresses are confirmed and routes identified prior to the funeral.
- Check that instructions for jewellery have been followed.
- Check floral tributes and ensure that they are properly displayed.
- Check location of grave and all burial arrangements prior to the funeral.
- Ensure that the funeral is conducted in accordance with the clients' wishes, and that family members are looked after, maintaining a discreet distance when support is not required.
- Complete and sign a conductor's report after every funeral, highlighting both positive and negative aspects.
- Ensure that all colleagues on the funeral are well presented and conduct themselves appropriately, reporting any difficulties to the Regional Manager.
- Offer a follow up service to all clients, advising of assistance available. Visit clients where problems have arisen with the funeral and attempt to resolve any difficulties.
- Contact clients who have not paid their bills and discuss how they will do so, reporting any difficulties to the Regional Manager.
- Administration of wages of colleagues in homes.
- Carry out team briefings to administrative colleagues and feedback.
- Conduct appraisals with 6 monthly reviews, setting clear objectives and identifying training

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needs.

- Assist the Regional Manager in organising the staffing rotas for the funeral branches.
- Recruit and select administrative colleagues and ensure the induction programme is carried out.
- Ensure colleagues meet the required standards of presentation and performance taking corrective action when needed.
- Monitor sickness and absence in line with the absence procedures.
- Take part in night removal rotas and assist in delivery and collection of the deceased to/from funeral homes.
- Assist in preparation duties including work on coffins and assist with mortuary duties.
- Attend training sessions/courses as required and assist with training of new colleagues.
- Follow local arrangements to ensure the security of the premises and cash including opening and closing of funeral home i.e. alarms, safes kept locked.
- Comply with all statutory and Society Health, Safety and Fire Regulations and take action to avoid risk.
- Complete the administration returns required at the Business Support Centre including the cash statement.
- Pay doctors fees and other funeral related fees, receipt and record.
- Assist in fleeting, co-ordinating removals, collecting and delivering paperwork as required.
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### ***d) Measures of performance***

- Clients are fully satisfied with funeral arrangements.
- Excellent attendance and time-keeping.
- Documentation is completed in full, neatly and with attention to detail keeping errors in administration at a minimum.
- Operational procedures are followed.
- Coffin/floral/masonry targets are met.
- Develops knowledge and attends training.
- Personal presentation is smart and in accordance with required standards.
- Duties are carried out in a compassionate manner in keeping with the nature of the funeral profession.
- Funeral homes are staffed effectively.
- Appraisals and 6 month reviews are carried out and objectives set are SMART.
- Errors in wages administration are minimal.
- An active member of the local community, with evidence of promotional activities carried out.
- Increased market share at local level.

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<ul style="list-style-type: none"> <li>• Costs controlled within budget.</li> <li>• Funeral homes are clean, well-presented and comply with Health and Safety Regulations.</li> </ul>	
<b>e) Person profile</b>	
Essential qualifications	Desired qualifications
Essential experience required	Desired experience required
<ul style="list-style-type: none"> <li>• Funeral diploma</li> <li>• Management experience</li> <li>• People management</li> <li>• Customer services</li> <li>• Leadership</li> </ul>	
<b>f) Competencies / behaviours</b>	
<p>Future Direction</p> <ul style="list-style-type: none"> <li>• See the bigger picture</li> <li>• Challenge, change and improve</li> <li>• Make effective decisions</li> </ul> <p>Engage People</p> <ul style="list-style-type: none"> <li>• Lead and communicate</li> <li>• Collaborate and partner</li> <li>• Build capability</li> </ul> <p>Deliver Results</p> <ul style="list-style-type: none"> <li>• Customer focused ways of working</li> <li>• Individual accountability</li> <li>• Agility and reactivity</li> </ul>	