

TAMWORTH CO-OPERATIVE FUNERAL SERVICE

JOB DESCRIPTION

- (1) **Job Title:** Funeral Operative
- (2) **Responsible to:** Funeral Operational Support Manager
- (3) **Job Purpose:** To assist in all aspects of the Funeral Service, from receiving stock, providing mortuary and ambulance cover, including I.D. Procedure. Driving, bearing, care of floral tributes, and personal effects as directed by the Management Team.
- (4) **Stock Control & Preparation:**
 - (a) To receive stock from designated suppliers, ensuring quantity and quality is correct.
 - (b) To complete stock control as per directives given.
 - (c) To engrave name coffin/casket plates as per workshop order
 - (d) To trim line and fit coffin as per workshop order.

- (5) **Vehicle Requirements:**
 - (a) To comply with all current legislation.
 - (b) To clean Society vehicles to the required standard.
 - (c) To carry out routine maintenance as and when required.
 - (d) To complete accurately and legibly all relevant documentation as required by the Society.
 - (e) To report immediately, any faults as and when they are discovered to the the Management Team.
 - (f) To act with diligence, care and attention when using Society assets.

- (6) **Ambulance & Mortuary Duties:**
 - (a) To ensure all Funeral Division identification procedures are strictly adhered too.
 - (b) To collect, deliver and care for the deceased as directed.
 - (c) To assist Doctor's as and when required.
 - (d) To assist with the movement of the deceased for embalmers as and when required, and to Health & Society policies and procedure.
 - (e) To en-coffin and dress the deceased as directed to the Funeral Division standards.
 - (f) Ensure clients requirements and Funeral Division Society and rules are implemented with regards to personal effects and their security.

- (7) **Funeral Duties:**
 - (a) To assist the Funeral Director/Conductor as instructed and to Funeral Division's procedures.
 - (b) Drive cortege vehicles as directed and safely.
 - (c) Assist family and other mourners during attendance at funerals, in a professional manner, being mindful of their disposition.
 - (d) Bear coffins as directed and in accordance with the Society's Health & Safety procedures.
 - (e) Wherever possible, comply with all requirements with regards to religion or beliefs, in a respectful and dignified manner.
 - (f) Receive, check and care for floral tributes as per the Funeral Division Society procedure.

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- (g) To behave at all times, respectful and professional as per the Funeral Division Society procedure, that includes no eating, smoking & drinking whilst on Funeral Duty.

(8) Other Duties:

- (a) Ensure cleanliness of Funeral premises (including mortuary) at all times and as directed.
- (b) Participate fully, in the 24-hour service 'out of hours' rota.
- (c) Ensure that all documentation is completed accurately and legibly as per Funeral Division Society procedures.
- (d) Complete any other duties that may be required or requested by the Management Team.
- (e) To drive or assist on weddings or private hiring's as and when required.

(9) Security:

- (a) To comply fully, with set procedure and policies within the Funeral Division.
- (b) To ensure valuable documents and other important data are safely secured.
- (c) To keep confidential all trading and other sensitive Society information.

(10) Training & Recruitment:

- (a) To attend all relevant training courses for your own personal development and for the benefit of the business.

(11) Health & Safety:

- (a) To follow the Health & Safety procedures as governed by the Funeral Division & Society.

(12) Authority & Discretion:

- (a) To provide information to employees entitled to receive it.
- (b) To maintain good communication with Management Team, notifying all discrepancies as and when they arise.

(13) Measurement Criteria:

- (a) Ability to work within timescales according to the Funeral Division policy and procedure.
- (b) To communicate accurately and promptly any information in a professional manner.
- (c) Continual upkeep and improvements of funeral standards, applicable to your duties.
- (d) Excellent personal hygiene and appearance at all times.
- (e) Good time keeping and attendance.
- (f) Ability to work alone and unsupervised and as a team player.
- (g) Professional and dignified behaviour at all times.
- (h) Positive and willing attitude to promote the Society's Funeral Division.