

# TAMWORTH CO-OPERATIVE SOCIETY LIMITED

## JOB DESCRIPTION

<b><u>Job Title</u></b>	<b><u>Department</u></b>	<b><u>Responsible To</u></b>
General Manager – Funeral Division	Funeral Division	Chief Executive Officer

### **Job Function:**

Responsible for the day to day management of all aspects of the Funeral Division in conjunction with Society policies and working closely with the rest of the Senior Management team. The General Manager is responsible for delivering the trading budget for the Department in line with any policy directives set. The individual must be a hands on Manager; comfortable with communicating at all levels.

### **Main Duties:**

1. Oversee the highest standards of funerals and customer care at all times.
2. To oversee Health and Safety for the Division and to ensure risk assessments are regularly updated throughout the designated areas. To work closely with any Society official designated as carrying overall responsibility for Health and Safety and to attend Health and Safety Committee meetings.
3. To further develop the efficiency and management of the Funeral Division and work closely with the CEO on development opportunities and strategy.
4. Continually review and develop the Society's Funeral offer and pricing to ensure this is appropriate for the market and in line with customer expectations and requirements.
5. To manage and control daily duties of the Funeral team via the Funeral Management structure and to ensure that effective communications are maintained at all times. This encompasses all aspects of managing personnel at all locations and ensuring that holiday / sickness absences are covered. The post holder will assist in the arranging and conducting of funerals as staffing needs dictate.
6. To be responsible for the control of expenditure levels within the Funeral Division including the adherence to agreed budgets and regular reviews of Department Management Accounts and to assess the possibilities of cost savings. To prepare requests for capital expenditure approval for consideration by the CEO / Society Board. This will include facility refurbishments and new equipment requests.
7. To maximise efficient and effective use of company assets including managing and controlling the Funeral vehicle fleet.

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8. To oversee training and development needs of all staff in the Department in conjunction with the Business Support Manager and CEO.
9. To develop the current advertising and media presence in order to maximise funeral revenues. Control and monitor advertising expenditure against the budget.
10. To assess and develop operational and administrative procedures in place and liaise with other Society Management on adopting new processes and procedures.
11. Regularly review any third party suppliers and contractual arrangements.
12. To monitor and regularly visit all Funeral locations. The Society has 'Co-op' branded and also 'Halliwell' branded locations.
13. To keep the CEO informed on important developments with the Department by regular meetings and written reports on specific areas as requested. To prepare reports for the Board of Directors including an Annual Report on the Department.
14. To attend monthly Management meetings with the other Senior Managers of the Society and to work collectively on policy matters across the whole organisation.
15. Manage customer complaints in conjunction with other Society Management.
16. To liaise with the Business Support Manager and other designated Senior Management of the Society to develop HR policies and ensuring all current Society and Funeral Division guidelines are followed. This includes ensuring staff compliance with the Society Employee Handbook.
17. To adapt Funeral Division / Society processes and procedures in order to comply with existing and future changes in legislation or requirements of trade bodies.
18. Act in the best interests of the Society at all times. This includes maintaining strict confidentiality with reference to the Society's trading interests.
19. To represent the Society as required at various conferences and events.
20. To comply with other duties and ad-hoc tasks as determined by the Chief Executive Officer or the Board of Directors from time to time.