

DIGNITY PLC

J O B D E S C R I P T I O N

JOB TITLE: Funeral Service Arranger

REPORTS TO: Business Leader

JOB GRADE: Employee

FCA STATUS: Conduct Rules

PURPOSE OF ROLE

- To assist business leaders in growing market share and achieving their objectives and key results including but not limited to, funeral volume, memorial revenue, and funeral plans.
- To ensure consistent delivery of the highest levels of client service. To regularly make funeral arrangements and liaise with other colleagues who will be participating in the process.

PERFORMANCE MEASURES

- Client Service objectives (e.g., Client Survey satisfaction ratings)
- Growth of business
- Operational efficiency

KEY FCA RESPONSIBILITIES

- At the point of delivery, ensuring the operational delivery of pre-need requirements are met.
- Overseeing and dealing with any issues that may arise in the delivery of our service to our customers.
- Ensuring compliance with operational standards/procedures within operational divisions for Funerals and Crematoria.
- Ownership and responsibility for in-branch processes.
- Standard Operating processes for in-branch sales.

OTHER RESPONSIBILITIES

Client Service Excellence

- Assist the business leader and funeral directors with growing the brand within the community
- Ensure consistent delivery of the highest levels of client service and provision
- Create a welcoming, safe and caring atmosphere
- Arrange funerals according to Company guidelines ensuring that the full range of services and products are offered, thereby addressing the needs of the client including memorials and funeral plans
- Participating in all training associated with your role
- Maintain excellent service to all client's
- Be available for clients to visit the deceased during office hours and out of hours by arrangement to company standards and guidelines
- Suggest refinements and improvements in client service to Business Leader

Operational Efficiency

- Undertake all administration duties e.g. funeral arrangement forms, applications for cremation papers etc.
- Be conversant with company identification procedures, able to check identification tags and mortuary registers when necessary
- Checks the deceased is presentable for chapel of rest visits, ensuring the chapel is always presentable for client visits
- Identify unnecessary costs and recommend controls to Business Leaders
- Frequently communicate with all colleagues, clients and others involved in delivering the funeral
- Ensure that company policy and procedures regarding the handling of cash is adhered to
- Fully comply with all Dignity's Internal Procedures and NAFD Code of Practice
- Ensure that the working practices, facility, and it's equipment are maintained to the highest standards according to Health and Safety
- Carry out any other duties when reasonably requested to do so by your Line Manager
- Attend training sessions as and when requested

Business Growth

- Always behave as an ambassador for the company, promoting the brand
- Work with Business Leaders & Funeral Directors to build local branch reputation and engaging in community activity

SCOPE OF ROLE

Direct reports: As per organisational charts

Indirect reports: As per organisational charts

WOULD SUIT SOMEONE WHO:

- Committed to the provision of excellent client service
- Emotionally intelligent; able to flex communication to meet needs of others
- Well organised, with excellent attention to detail
- Self motivated in a lone working environment
- Supportive to colleagues and contributory to positive working relationships
- Reliable; both in terms of timekeeping and fulfilling agreements
- Well presented and aims for high standards in role
- A good communicator, with good standards of literacy and numeracy

KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

Experience

- Administration experience where detail is important
- Customer care, ideally under challenging/emotive circumstances
- Experience in roles where success relies upon proactive communication would be a benefit

Education/ Qualifications

- Completed full time education to an acceptable standard e.g., GCSE

Technical Knowledge

- n/a

General

- Client Focused
- Ability to building and maintain the Client Relationship
- Respectful of the Deceased
- Presentation of Self
- Able to effectively communicate at all levels
- Ability to work independently but also as part of a Team
- Good attention to detail
- Able to self-manage time
- Ability to solve problems