

# 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

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### PURPOSE OF ROLE

The Funeral Service Arranger is Client facing, based in branch, representing our brand and Company to support the bereaved at what can be one of the most difficult times in their lives. This rewarding role requires a balance of empathy with resilience, care and professionalism to maintain the high standards for which Dignity is known. We work closely to our Guiding Principles to ensure that we act with due skill, care, diligence and above all integrity in all that we do.

In most cases this position involves lone-working in branch with the support of a Business Leader and Funeral Director who will oversee funerals from several branches. With their support the Funeral Service Arranger takes responsibility for maintaining the cleanliness and appearance of the branch, as well as outreach into the local community. They deal with all arrangements with Clients and third parties including Crematoria, Clergy, Coroners, Doctors, Florists, Officiants and our Dignity Care Centre colleagues as required. They are required to follow very specific administrative processes to ensure transparent communication and attention to detail to ensure correct identification of the deceased and respectful care of their personal effects. If Client families wish to spend time with their loved one in chapel, the Funeral Service Arranger will facilitate and support during the visit. On the day of the funeral they will work with the team who take the cortege out from the Branch to ensure all is order before they leave.

### PERFORMANCE MEASURES

- Supportive and professional Client service
  - Communication and relationships with stakeholders, external and internal
  - Respectful care of the deceased
  - Accurate administrative processes and procedures requiring attention to detail
  - Participation in training/staying up to date with processes or regulatory changes
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### KEY RESPONSIBILITIES

1. Create a welcoming, safe and caring atmosphere in branch.
2. Provide professional and respectful service, and maintain high standards of personal and branch presentation, conscious that you represent our brand when working with and in front of client families.
3. Arrange funerals according to Company guidelines ensuring that the full range of services and products are offered, thereby addressing the needs of the client.
4. Ensure that any enquiries regarding the purchase of Pre-Paid Funeral Plans are referred to your local Funeral Plan Consultant and dealt with in a timely manner.
5. Participate in Funeral Plan Consultant training as required. Once qualified, support families to make their plans accordingly, picking up contacts from Funeral Services Arrangers who are not yet qualified.

6. Be proactive in maintaining regular contact with all stakeholders involved in the funeral arrangements; the Funeral Service Arranger is the coordinator of all elements and must ensure positive and regular communication to ensure all goes well.
  7. Ensure consistent delivery of the highest levels of respectful deceased care; when in the vicinity of or working with the deceased, maintain appropriate respectful behaviour and dignity.
  8. Ensure that the working practices, facility, and equipment are maintained to the highest Health and Safety standards, reporting any concerns quickly and appropriately.
  9. Ensure that any deceased brought into the Branch premises are checked in and all details are recorded in the Mortuary Book and Deceased Record Card as per the Identification and Personal Effects (ID&PE) process.
  10. Ensure that any deceased resting at the Branch are checked regularly and are well-presented for Client visits, seeking the support of your supervisor or the Care Centre as necessary.
  11. Be prepared in advance of any Client visits and ensure that those wishing to spend time with their loved ones are offered a warm and appropriate welcome and level of support.
  12. Participate in the process of conducting final checks and closing the coffin alongside the Funeral Director and Operatives, ensuring the ID&PE process is followed and Client requests are in place.
  13. Ensure the security of personal records and information in line with GDPR and Company processes. Consider how these are kept and ensure that whiteboards and records are covered when visitors access areas where these are on display.
  14. Ensure that Company policy and procedures regarding the handling of cash is adhered to.
  15. Ensure that Company policy and procedures regarding premises access are adhered to.
  16. Contribute to the maintenance of the presentation of the Branch and facilities; ensuring all areas are kept clean and tidy and free from hazards. Report any issues to your supervisor.
  17. Through participation in training, understand your responsibilities with regard to policies laid down by the following and how they apply to your role including: Dignity's Internal Procedures, our Guiding Principles, the National Association of Funeral Directors (NAFD) Code of Practice and our regulators; the Financial Conduct Authority (FCA) and Competition & Markets authority (CMA).
  18. Suggest refinements, service improvements or cost saving opportunities to your supervisor.
  19. Behave as an ambassador for the Company and dedicating yourself to your duties while at work.
  20. Participation in training and updates relevant to your role.
  21. Occasional involvement in stock checking, premises health and safety checks, debt collection or other duties as required from time to time suited to your skills, experience and ability.
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## SCOPE OF ROLE

**Reports to:** Business Leader or Funeral Director depending on size of Brand

**Direct reports:** No direct reports

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## WOULD SUIT SOMEONE WHO IS:

- 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
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## KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

<b>Experience</b>	<ul style="list-style-type: none"><li>• Administration experience where detail is important</li><li>• Customer care, ideally under challenging/emotive circumstances</li><li>• Experience in roles where success relies upon proactive communication would be a benefit</li></ul>
<b>Education/ Qualifications</b>	<ul style="list-style-type: none"><li>• Educated to GCSE or equivalent level</li></ul>
<b>General</b>	<ul style="list-style-type: none"><li>• An enthusiasm towards building relationships in your community and an understanding of local geography are useful in this role</li><li>• Warmth, personal resilience and professionalism are key</li></ul>

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