Working in our funerals team: introduction

Dignity's funerals business began in Glasgow in 1812. Over two centuries later, we're proud to have more than 560 branches across the UK and over 4,000 people committed to building the UK's leading end-of-life business - not just in what we do, but how we do it.

Our work is rooted in three essential goals:

1. Delivering extraordinary service to families
2. Growing a successful and sustainable business
3. Upholding the highest standards in everything we do

Every role in our team contributes to this mission. Whether you're supporting a family for the first time, leading a service, caring for someone behind the scenes, or managing a branch — your work matters.

Job descriptions – what are they for?

In this document are several job descriptions, covering the most common roles in our funerals business. They are not exhaustive, and they might even change over time. They are here for three main reasons:

- To set clear expectations for each role, so everyone knows what's expected and how to succeed
- To offer a framework for development and progression, whether you're just starting out or stepping into leadership
- To support performance conversations - helping individuals and managers reflect, grow, and thrive together

These should be useful, practical tools - not just documents to be filed away. You'll see them used in training, one-to-ones, appraisals, and promotion discussions. They evolve with the business, and your feedback will help keep them relevant.

How we show up

Our shared behaviours shape our culture. They apply to everyone - and how we show up each day matters just as much as what we do. Every person, regardless of seniority, signs up to these behaviours as part of our company.

We keep it simple. We focus on what matters. We don't overcomplicate or add unnecessary steps.

We do the right thing. We act with integrity — even when no one is watching. We do what's right for families and for each other.

We make things better. We're always looking to improve. We listen, reflect, and take action to get better every day.

We show we care. We show kindness in every interaction. We look out for each other and for the people we serve.

We step up. We take ownership and do what needs to be done. We back each other and help out when it matters.

Lastly, I want to thank you for reading these and look forward to working with you all as you build your career here.

Zillah Byng-Thorne

MD Funerals & Group CEO

Funeral Service Operative Level 1

Reports to: Cluster / Business Manager / SDL / FSO Level 3
Salary: Starting salary National rate £25,651 (12.87 per hour), London rate £29,729 (14.20) (based upon 38.33 hours per week)

Purpose

Being a Funeral Service Operative means playing a central part in one of life's most significant moments. You're often the first person a grieving family meets, and your presence can shape how they remember the most difficult of days. This role calls for empathy, confidence, and attention to detail.
You are entrusted with the role of taking care of our deceased and ensuring our families wishes can be met. Your conduct yourself with respect & dignity understanding the privilege it is to undertake the work you do

Performance Measures (what good looks like)

- Families feel supported, informed, and reassured
- Are expected to uphold and demonstrate full adherence to Dignity's Customer Care Standards in every aspect of their role.
- Operational and regulatory standards consistently met.
- All mortuary records are upto date and completed correctly.
- Ensure identification procedures are strictly adhered to.
- Ensure the highest standards for Care of the Deceased.
- All vehicles' records are correctly maintained
- All personal effects are respectively stored and records maintained

Skills and Requirements

- Warm, empathetic communication
- Accuracy and confidence with legal paperwork
- Right to work in the UK
- Willingness to work flexibly (including weekends/on-call if needed)
- Physical fitness & in good health
- High standards of hygiene and personal appearance
- Demonstrates strong attention to detail and a commitment to excellence, ensuring tasks are completed thoroughly and proactively addressing anything less than the highest standard
- Full driving licence & skilled in driving larger vehicles
- Commitment to our shared behaviours ("How We Show Up")
- Resilient, able to deal with complex situations and calm under pressure

What You'll Do

Supporting Families

- Provide dignified and professional care for the deceased.
- Bringing the deceased into our care during office hours following company guidelines and standards.
- Provide out of hours support, including dignified collection and transfer of the deceased into care.
- Uphold the highest standards of professionalism, care, and attention to detail.
- Assist with the transportation and preparation of the deceased
- Support Funeral Directors in delivering seamless service and ceremonial work
- Handle legal paperwork and identification accurately

Working With the Team

- Collaborate with Funeral Directors and the local team
- Take part in training — for yourself and others
- Represent the business with professionalism and warmth
- Ensure briefed on all aspects of service delivery
- Act as a point of contact between branch and back of house
- Support the on-call rota working as required

Being Organised

- Ensure all coffins are prepared in good time
- Operate the engraving tools and prepare nameplates
- Ensure all vehicles fully stocked and all equipment ready
- Assist in stock takes and unloading of deliveries
- Maintaining high standards of presentation for vehicles and facilities and ensure well maintained.

Taking Care • Into Care process (16 steps) undertaken. • Regular checks to be completed on the deceased at all stages (in coffin, in the mortuary). • Respectfully collect and transfer ashes, jewellery and personal effects	• Maintain cleanliness and organisation in all service areas, including offices, chapels, mortuaries, and garages • Prepare, dress & encoffin deceased when required.

I confirm that I've read and understand the requirements of my role.

Signature: Date: