DIGNITY
PLC

JOB DESCRIPTION

JOB TITLE: Funeral Service Operative

REPORTS TO: Service Delivery Lead, Service Delivery Coordinator or Movements Administrator (as advised depending on site size)

JOB GRADE: Employee

PURPOSE OF ROLE

You will be based within our Care Centre, this is the hub of our operations which provides a service to our client-facing Branches. The smooth operation of our Care Centres is essential to meeting the needs of our clients through timely and efficient transportation and respectful care of the deceased, as well as fulfilment of quality funerals by providing capable and equipped Funeral Service Operatives. High standards are very important to us at Dignity. 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.

The Funeral Service Operative has a vital role in representing our Company in front of our Clients at what can be one of the most difficult times in their lives. You will be responsible for a variety of tasks which are likely to include bringing the deceased into our care from their place of death, ceremonial duties on the day of the funeral, driving and maintaining funeral vehicles and bearing duties. The role is a physical one, with a focus on teamwork, and you will be expected to be flexible with regard to the duties you undertake and to participate in a call out rota providing services outside normal working hours. You will also be called upon to follow very specific procedures with regard to identification of the deceased and respectful care of their personal effects.

PERFORMANCE MEASURES

- Respectful care of the deceased
- Teamwork and relationships
- Willingness and proactivity
- Systematic and calm approach
- Ability to follow processes and procedures

KEY RESPONSIBILITIES

1. Provide professional and respectful service delivery and maintain high standards of personal presentation, conscious that you represent our Care Centre and also the individual Brand and their Branches when working with and in front of client families.
2. Ensure consistent delivery of the highest levels of respectful deceased care; when moving around or working with the deceased, maintain appropriate respectful behaviour and dignity.
3. Ensure that the working practices, facility, and equipment are maintained to the highest Health and Safety standards, reporting any concerns quickly and appropriately.
4. Drive company vehicles according to company standards and guidelines, when doing so be conscious that you may attract attention; ensure the impression you leave is one of care and professionalism.

5. Assist in loading and unloading coffins from the hearse and to carry coffins with all due care and dignity.
6. Maintain excellent standards of vehicle cleanliness and operating efficiency at all times. Ensure vehicles are stocked as required.
7. Bring the deceased into our care during office hours and out of hours by arrangement to Company standards and guidelines.
8. Comply with company identification procedures.
9. Participate effectively in first rites and basic body preparation as required.
10. Participate in coffining duties, including the trimming of coffins / caskets, in addition to dressing and placing the deceased in coffins as appropriate.
11. Contribute to the maintenance of the presentation of our site and facilities; by assisting in ensuring offices, chapels, workshops, mortuaries, garages, yards etc. are kept clean and tidy and free from hazards.
12. 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).
13. Suggest refinements, service improvements or cost saving opportunities to your supervisor.
14. Managing deceased into cares, transferring deceased to branch, church or home, organising documentation, and dealing with third parties (e.g., police).
15. Administrational duties including, collating all required documentation in order to affect the collection and delivery of the deceased inside any set service level agreements.
16. Participation in the out-of-hours duties on a rota basis as required.
17. Behaving as an ambassador for the Company and dedicating yourself to your duties while at work.
18. Occasional involvement in stock checking or other administrative processes as required.
19. Completion of training relevant to your role.
20. Any other duties as required from time to time suited to your skills, experience and ability.

SCOPE OF ROLE

Reports to: Service Delivery Lead, Service Delivery Coordinator or Movements Administrator (as advised depending on site size)

Direct reports: No direct reports

WOULD SUIT SOMEONE WHO IS:

- Committed to the provision of excellent deceased care and client service
- Supportive to colleagues and contributory to a positive work environment
- Reliable; both in terms of timekeeping and fulfilling agreements
- Well presented and aims for high standards in role
- A good communicator, with literacy and numeracy skills appropriate for role; able to complete our ID & Personal Effects paperwork with accuracy

- Physically fit and able to lift and carry heavy weights in accordance to manual handling procedures
- Ideally familiar with local geography
- holds current manual driving licence

KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

Experience	• Team work • Following instructions/processes • Customer service experience preferred
Education/ Qualifications	• Educated to GCSE or equivalent level • Full clean manual driving licence
General	• A good standard of literacy is helpful, as part of the role is recording and transferring written information where accuracy and attention to detail are paramount. • Many elements of this role are physically demanding and require lifting and carrying of weights in a safe and controlled manner.