



Job Description Funeral Director

This post is largely based at our Eastwood Funeral home but you will also be required to assist with activities at all of our Funeral homes as required. The ideal candidate must be very flexible in their approach to their duties as we operate in a highly dynamic environment where plans can change at any moment, and as a small family business, everyone is expected to 'pitch in' to meet the needs of our client families.

Key Responsibilities:

- To meet with families to arrange and conduct funerals, working from the first point of contact through to the completion of the funeral arrangements. The successful candidate must exhibit exceptional attention to details to ensure that families are informed of their choices and that their requests are met fully and be able to build an effective relationship with our families.
- Working effectively with our Funeral Arrangers/Administrators and Funeral Operatives to ensure that every aspect of a funeral is delivered to a high standard. Funerals can take place at weekends or bank holidays so a flexible approach will be required.
- Take part in the out-of-hours rota, which will involve answering telephone calls outside of office hours, meeting with families to arrange funerals outside of office hours and may also include assisting the Funeral Operatives with removals out of hours.
- To be part of the office team along with the Funeral Arrangers/Administrators and fellow Funeral Directors to ensure that the office is run efficiently, and all tasks are completed as required.
- To complete the paperwork associated with the arrangement of a funeral, including estimates, arrangement cards, confirmations and accounts (where required) and liaising with outside agencies e.g. Clergy, Cemeteries and Crematoria to arrange funerals and complete all necessary documentation
- Receiving and assisting doctors and others wishing to view the deceased in the mortuary area, involving correct identification of the deceased and completion of cremation forms.
- Receiving visitors to the premises who wish to view the deceased, accompanying them to the Chapel, and taking care of their well-being whilst on the premises.
- Assisting with the necessary preparation of the deceased for viewing.
- Assisting the Funeral Operatives with removals from Hospitals, Care Homes and private homes as required.
- Helping to keep the premises clean and tidy as required
- Look after visitors to the branches, dealing with any enquiries and accepting payments for funeral accounts/invoices etc.

Person specification – essential attributes:

- Previous experience of working within the Funeral industry in a similar role
- Possess the NAFD Diploma in Funeral Directing.
- Effective numeracy and literacy levels
- Experience within an office environment with a knowledge of office procedures and effective computer skills including use of Office 365 and a positive attitude to office technology
- Experience of dealing with members of the public
- Effective communication skills, both orally and in writing
- Smart and tidy appearance and good personal hygiene.
- Effective organisation skills including the ability to organise own workload and use own initiative and work with limited supervision
- Effective customer care skills
- Flexible approach to duties.
- Experience of working in an environment where confidentiality is required
- Full UK driving licence (ideally clean)

Hours of work: 8.30 a.m. – 5.00 p.m. Monday – Friday
plus participation in the out of hours rota

In addition:

- To be able to work extended hours or to return to the premises for occasional pre-arranged out of hours viewing if required.
- To participate in pre-arranged training sessions which may involve attendance outside of normal working hours.
- To engage in training courses and qualifications at the discretion of the business.

Starting wage: From £28K dependent on previous experience.

Holidays: 5 weeks paid holiday plus Bank Holidays

Sick Pay: As per SSP during Probationary period

TERMS OF EMPLOYMENT:

Probationary period: 6 months

Period of Notice: Less than 1 month's service – nil
1 month's service to the satisfactory completion of your probationary period – 1 week
After completion of probationary period – 1 month

Method of Payment: Monthly in arrears by Bank Transfer on 15th of Month