

About us...

Lincolnshire



Lincolnshire Co-op's Funeral Services offer compassionate, professional support to families at one of life's most difficult times. Serving communities across Lincolnshire and beyond, our funeral homes and crematoriums provide thoughtful, personalised care to help the bereaved say goodbye with dignity and understanding.

Essential Information – *what you need to know*

Job purpose:

- Delivering dignified, professional and compassionate funeral care to our clients and their loved ones.
- Supporting every stage of the funeral journey, from the removal and preparation of the deceased to assisting with services and interments, while upholding the highest standards of conduct, care and respect.

You'll report to:

- Funeral Director

Your hours:

- 39 hours per week (FTE)

Your relationships:

- All colleagues from within the Funeral Services team
- Colleagues from across Lincolnshire Co-op, including People, Talent Acquisition, Learning and Development, Health, Safety and Security among others.
- Customers, clients, coroners, suppliers and stakeholders from local community groups.

What you'll bring to us:

- A compassionate and respectful approach when supporting bereaved families and handling the deceased.
- High levels of professionalism, discretion, and emotional resilience in sensitive situations.
- A flexible and reliable attitude, including availability for out-of-hours work when required.
- Strong communication and interpersonal skills, with the ability to engage calmly and clearly.
- A full UK driving licence and confidence driving a variety of Society vehicles.
- The ability to carry out manual handling tasks safely and respectfully.
- Willingness to work as part of a team, supporting others and maintaining high standards.
- A commitment to upholding Society policies, procedures and values at all times.
- Prior funeral or care experience is desirable, though full training will be provided.
- A satisfactory Disclosure and Barring Service (DBS) check is a requirement for this post.



Providing and supporting
valued services

Together we are



Helping to grow the
local economy



Caring for our
health and wellbeing



Looking after
our local environment

Your Purpose – *I will contribute to my team and the Society's ongoing success in this role by...*

Your duties and responsibilities:	<ul style="list-style-type: none">- Complying with the Society's Funeral Operating Procedures and relevant policies, especially in relation to removals, identification, care of the deceased, jewellery handling and funeral attendance.- Supporting removals and transfers of the deceased in a calm and compassionate manner, ensuring that all procedures are followed and dignity is preserved at all times.- Engaging in the respectful and thorough preparation of the deceased, including washing, dressing, encoffining and ensuring presentation meets family and Society expectations.- Driving a range of funeral vehicles, including private ambulances and specialist hearses, with care, courtesy and attention to detail, ensuring punctuality and safe transport at all times.- Bearing coffins and supporting funeral services with sensitivity and professionalism, acting as a visible and dignified representative of the Society in front of bereaved families and the public.- Conducting interment of ashes in accordance with family wishes and Society procedures, ensuring full compliance with any legal or religious requirements.- Maintaining the condition, cleanliness and readiness of funeral vehicles, equipment and facilities, reporting any defects or issues promptly.- Furnishing coffins and caskets to a high standard, ensuring all materials are prepared, labelled and assembled correctly.- Liaising with funeral colleagues, medical professionals, coroners, hospitals and other external bodies when necessary to co-ordinate removals or funeral arrangements.- Handling enquiries from families, clients or stakeholders via phone, face-to-face or email, responding with clarity, compassion and professionalism.- Completing routine administrative tasks such as logging movements, updating records and maintaining accurate information to ensure compliance and traceability.- Maintaining up-to-date knowledge of industry regulations, best practices and mandatory training requirements including manual handling, infection control and safeguarding.- Adhering to high standards of personal hygiene, dress code and appearance to reflect the professionalism of the Society.- Supporting colleagues by showing flexibility and stepping into additional duties when needed to meet operational needs.- Assessing each situation for potential risk, especially in sensitive or distressing environments such as home removals.
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Together we **THRIVE...**

- **Trustworthy** – we do what we say we'll do and trust others to deliver to the best of their ability
- **Helpful** - we support and challenge each other collaboratively, no matter the role or level.
- **Respectful** - we listen to other views and opinions with consideration and celebrate differences.
- **Inspiring** - we role model what good looks like and lead by example to be better.
- **Valued** - we recognise achievements and appreciate everyone's contributions.
- **Empowered** - we listen and encourage each other to take opportunities.

Your Approach – *how you will contribute to your team and the Society's ongoing success in this role.*

I will be trustworthy by:	<ul style="list-style-type: none">- Treating each family and loved one with absolute confidentiality and care.- Following all instructions and procedures to the highest professional standards.- Being relied upon by colleagues and families to deliver during difficult times.- Handling property and information with integrity and responsibility.
I will be helpful by:	<ul style="list-style-type: none">- Supporting colleagues across all branches and functions without hesitation.- Going above and beyond to ensure each funeral is seamless and respectful.- Working as a united team to provide consistent service and care.- Willingly assisting during peak times, out-of-hours, or challenging circumstances.
I will be respectful by:	<ul style="list-style-type: none">- Treating the deceased, their families and all colleagues with deep respect.- Recognising the cultural and personal differences of each funeral.- Listening actively to concerns and adapting to individual needs.- Upholding dignity in every action, communication, and task performed.
I will inspire others by:	<ul style="list-style-type: none">- Representing the Society with professionalism and pride at all times.- Setting an example through calm, considerate behaviour under pressure.- Encouraging others to approach the role with purpose and dignity.- Helping to create moments of comfort for families at difficult times.
I will value people by:	<ul style="list-style-type: none">- Taking pride in work that deeply impacts local communities and families- Acknowledging the contribution of every colleague involved in the service.- Feeling appreciated by the team for compassionate, consistent support.- Knowing your actions bring reassurance and peace of mind to others.
I will empower others by:	<ul style="list-style-type: none">- Taking responsibility for delivering tasks with care and professionalism.- Using training and guidance to make sound decisions in sensitive moments.- Asking questions and offering ideas to improve service quality.- Feeling trusted and capable in representing the Society with integrity.