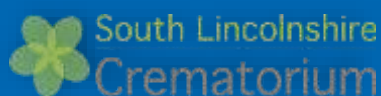


## About us...



Set in 11 acres of beautifully landscaped grounds, South Lincolnshire Crematorium is a thoughtfully designed and equipped community facility which aims to provide a compassionate and thoroughly professional crematorium service to the bereaved at a most difficult time in their lives.

## Essential Information – what you need to know

### Job purpose:

- Providing compassionate, professional administrative and customer service support to ensure the smooth running of daily crematorium operations.
- Delivering high-quality experiences for families, funeral directors and clergy, ensuring dignity and respect are upheld at all times
- Supporting the Crematorium Manager in maintaining compliance, operational standards, and community engagement through efficient administration and communication.

### You'll report to:

- Crematorium Manager

### 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, suppliers and stakeholders from local community groups.

### What you'll bring to us:

- Previous experience in a customer-focused administrative role, ideally within bereavement services, funeral care, or a similarly sensitive environment would be advantageous, but full training will be provided.
- Outstanding communication skills with the ability to respond empathetically and professionally to families at all stages of bereavement.
- Strong attention to detail with demonstrable competence in Microsoft Office (particularly Word and Excel), record-keeping, and financial administration.
- A calm, organised and flexible approach to work, able to prioritise under pressure and respond to changing operational needs (including occasional evening/weekend work).
- Confidence in handling sensitive personal information with confidentiality and discretion, adhering to legal and ethical standards.
- Comfortable working independently and within a team, making informed decisions aligned with Society values and policies.
- A willingness to engage with the local community and represent Lincolnshire Co-op at public events or open days.

### Role requirements:

- A full UK driving licence and access to a vehicle that can be used for business use.
- A satisfactory Disclosure and Barring Service (DBS) check is a requirement for this post.



Providing and  
supporting  
valued services



Helping to  
grow the  
local economy



Caring for our  
health and  
wellbeing



Looking after  
our local  
environment

Together we are...

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

Your duties and  
responsibilities:

- Maintaining consistent office coverage during standard operating hours to support service continuity and customer responsiveness.
- Greeting families, officiants and funeral parties in a calm, professional and compassionate manner that reflects the dignity of the service.
- Handling service bookings, queries and memorial requests (e.g. Book of Remembrance) with sensitivity, clarity and attention to detail.
- Managing financial administration including processing fees, banking returns, invoicing, petty cash, and timesheets within expected timeframes.
- Operating music, AV and recording systems during services, ensuring all technical aspects are checked, tested and functional before each ceremony.
- Authorising and signing cremation forms as delegated, ensuring legal compliance and liaising with medical referees and Funeral Directors where necessary.
- Acting as Assistant Registrar as required, maintaining accurate, timely records for legal and ceremonial purposes.
- Maintaining tidy, welcoming spaces including offices, the chapel and all public-facing areas in line with professional standards.
- Ordering and controlling stock levels, ensuring adequate availability of required materials and supplies for daily operations.
- Responding to queries via telephone, email or in-person from families, funeral partners or the public in a professional and timely manner.
- Supporting open days, community visits and remembrance services by managing invites, preparing materials and assisting with onsite hosting.
- Assisting in the strewing of cremated remains as requested, performing this task with respect, care, and accordance with the family's wishes.
- Reporting faults or maintenance issues in equipment or facilities and coordinating timely repairs or replacements.
- Contributing to site audits and ensuring adherence to Standard Funeral Operating Procedures and health and safety standards.
- Taking part in community engagement activities and following up on business development leads as appropriate.
- Undertaking relevant training, learning and professional development in agreement with the Crematorium Manager to enhance service delivery.



## 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:

- Following through on commitments and consistently meeting agreed timelines.
- Handling sensitive data and conversations with utmost confidentiality and care.
- Taking ownership of issues and working with others to resolve them.
- Acting with integrity and professionalism, even under pressure.

I will be helpful by:

- Supporting colleagues during absences or busy periods without being asked.
- Offering practical solutions when challenges arise within the team.
- Being present, calm and composed for grieving families and funeral partners.
- Sharing local knowledge and information to support community connections.

I will be respectful by:

- Listening carefully to bereaved families and respecting diverse wishes.
- Greeting all visitors with dignity, regardless of background or beliefs.
- Acknowledging differing working styles and collaborating constructively.
- Treating every interaction with professionalism and care.

I will inspire others by:

- Leading by example through calm, compassionate customer service.
- Promoting quality and accuracy in every administrative task.
- Demonstrating adaptability during unexpected events or schedule changes.
- Celebrating service excellence and helping improve team culture.

I will value people by:

- Recognising the contributions of Funeral Directors, clergy and team members.
- Appreciating the trust placed in us by grieving families.
- Offering encouragement and thanks during day-to-day collaboration.
- Ensuring each service is delivered with care and attention to detail.

I will empower others by:

- Taking initiative to solve problems and suggest service improvements.
- Owning personal development and seeking relevant learning opportunities.
- Making decisions confidently within agreed boundaries.
- Encouraging open communication with colleagues and Funeral Directors.