



**Essential Information** – what you need to know

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| <b>You'll Report To:</b>        | <ul style="list-style-type: none"> <li>- Funeral Director.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Your Benefits</b>            | <ul style="list-style-type: none"> <li>- 30 days annual leave (full time equivalent), including bank holidays.</li> <li>- Annual discretionary colleague bonus</li> <li>- Pension contribution of up to 12% of salary.</li> <li>- Colleague discount across our family of businesses.</li> <li>- Employees' Association membership for a small monthly contribution.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Your Relationships</b>       | <ul style="list-style-type: none"> <li>- Colleagues within the Funeral Services team.</li> <li>- Your colleagues within the wider organisation which include Community, Membership, Human Resources, Health &amp; Safety, etc.</li> <li>- Your clients and customers at all levels and partners from our local community groups.</li> <li>- Outside organisations and authorities.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>What you'll bring to us:</b> | <ul style="list-style-type: none"> <li>- A naturally caring and professional approach to customer service.</li> <li>- Excellent interpersonal skills.</li> <li>- Organisational and administration skills with a keen eye for detail.</li> <li>- The ability to work productively as part of a team and alone.</li> <li>- A good level of computer literacy and proficiency with Microsoft Office.</li> <li>- An understanding of or the willingness to learn the law associated with burial, cremation, exhumation and repatriation.</li> <li>- A flexible approach to support Funeral Operatives and Directors</li> <li>- A willingness to develop knowledge and skills through training.</li> <li>- Excellent Literacy and Maths skills.</li> <li>- A full driving licence and access to own vehicle for business use.</li> <li>- A satisfactory Disclosure Baring Service (DBS) check.</li> </ul> |

## Together we are...



**Providing and supporting**  
valued services



**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...



**Providing and supporting**  
valued services

- Providing a compassionate and professional service to clients.
- Co-ordinating funeral arrangements according to clients wishes.
- Having a knowledge on products and services including an awareness of requirements of local customs, practices and faiths.
- Ensuring all work is regulated including the use of our funeral plans.
- Providing administration support including reception duties, processing payments and advising on memorial masonry orders.
- Recording client information correctly and maintain confidentiality.
- Ensuring your knowledge of relevant legislation is current.



**Helping to grow the**  
local economy

- Actively contribute to the success of my team, through an understanding and complying to the standard funeral operating procedures.
- Demonstrating a thorough understanding of our membership, member benefits alongside other Society activities.
- Getting involved in community activities and fundraising events.
- Sharing ideas and good practice with my team to help maintain the success as a premier funeral provider for Lincolnshire.



**Caring for our**  
health and wellbeing

- Demonstrating high standards of personal appearance, hygiene and conduct as a member of the funeral service team.
- Showing an understanding and taking responsibility of health and safety in the workplace and reporting where issues are identified.
- Being naturally supportive and working cohesively as a team.
- Maintaining the cleanliness of reception area and client meeting rooms.



**Looking after**  
our local environment

- Working closely with my team to ensure excellent operating standards are achieved daily.
- Demonstrating good working practices to my colleagues by offering support and guidance to assist with their development.
- Maintaining a flexible approach and undertake additional duties to meet the needs of the community.
- Liaising effectively with external agencies and relevant authorities.



## Together we are...

- **Helpful** – we'll look for ways to make a difference
- **Inspiring** – we'll help everyone be the best they can be
- **Trustworthy** – we can be relied on

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

### I will be helpful by:

- Responding positively to requests from colleagues and customers.
- Trying to get it right first time.
- Ensuring customer complaints are reported to appropriate persons.
- Sharing my knowledge with my colleagues.
- Offering to help before being asked.
- Going above and beyond.
- Contributing to the team and its success.

### I will inspire others by:

- Supporting and encouraging one another.
- Being a positive role model.
- Listening and learning from my colleagues and line manager.
- Building strong relationships with customers and colleagues.
- Suggesting new ideas and trying new things.
- Being aware of my strengths and where I need to develop.
- Taking pride in my work and celebrating success.

### I will be trustworthy by:

- Using good judgement in all situations.
- Being open and honest.
- Take responsibility for my work and delivering positive outcomes.
- Treating everyone fairly and with respect.
- Doing my best for each other and our communities.

Please note: From time to time, you may be asked to complete other duties to support the business which may include stepping up to different responsibilities. Please refer to appropriate job descriptions.