

About us...



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*

<p>Job purpose:</p>	<ul style="list-style-type: none"> - Co-ordinating and delivering all aspects of funeral arrangements, conducting funeral services and overseeing team members on funeral duty. - Ensuring a seamless, respectful service for families and clients, providing leadership, empathy and exceptional attention to detail throughout.
<p>You'll report to:</p>	<ul style="list-style-type: none"> - Funeral Services Manager
<p>Your hours:</p>	<ul style="list-style-type: none"> - 39 hours per week (FTE)
<p>Your relationships:</p>	<ul style="list-style-type: none"> - 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.
<p>What you'll bring to us:</p>	<ul style="list-style-type: none"> - A compassionate, calm and professional approach when supporting clients during difficult moments. - Excellent organisational skills and strong attention to detail in a fast-paced environment. - Confidence, empathy and sensitivity when guiding families through funeral arrangements. - Clear, respectful communication skills, both written and verbal, tailored to the audience. - High levels of discretion, respect and professionalism when handling confidential matters. - Full UK Driving Licence – essential for client home visits and branch travel. - A positive, pro-active attitude toward learning and full commitment to training and development. - Willingness to undertake an enhanced DBS check which is essential due to the sensitive nature of the role. - Ability to meet regulatory standards for selling pre-paid funeral plans (FCA-regulated), including passing a credit check. - A calm, supportive manner and resilience when managing emotional or distressing situations. - Previous experience in the funeral or customer care industry is desirable but not essential. - NAFD Diploma in Funeral Directing (Dip FD) or willingness to work towards this qualification.



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:

- Arranging and co-ordinating funerals in line with client wishes, including coffin or casket selection, service planning and obituary notices.
- Conducting funerals with professionalism and dignity, ensuring all legal, cultural, and personal expectations are fully met.
- Complying with the Society's Standard Funeral Operating Procedures and policies, including deceased identification, handling of jewellery and valuables, and funeral service protocols.
- Leading and supervising funeral teams, delivering clear pre-funeral briefings, assigning responsibilities and providing direction throughout service delivery.
- Liaising effectively with internal colleagues, external agencies, crematoria, cemeteries, clergy, and other service providers to ensure seamless arrangements.
- Maintaining comprehensive knowledge of all products and services, including pre-paid plans, at-need options and memorial masonry offerings.
- Advising clients with empathy and accuracy, providing clear information on all available options, including those that fall under FCA regulation.
- Managing administrative duties, including payment processing, merchandise ordering, legal document preparation and record keeping.
- Utilising office and digital systems, including Microsoft Office, telephony, funeral arrangement platforms, printers, and franking machines.
- Responding to client and stakeholder enquiries across all communication channels with professionalism, sensitivity, and clarity.
- Maintaining respect and dignity in all interactions with the deceased, overseeing preparation, transfers, and care with utmost reverence.
- Supporting training and development of colleagues and funeral operatives, sharing knowledge and fostering high service standards
- Ensuring compliance with FCA regulations when discussing and arranging pre-paid funeral plans, maintaining accurate records and completing training as required
- Reviewing and updating documentation to ensure legal, procedural, and client records are accurate and up to date
- Contributing to service improvements, providing feedback to management and supporting initiatives that enhance client experience or operational efficiency
- Managing the Funeral branch, supporting daily branch operations, mentoring colleagues and addressing client concerns.
- Representing Lincolnshire Co-op at community events, public awareness sessions and training activities, promoting the services and values of the Society.
- Upholding health and safety standards and supporting the security, maintenance, and professional use of Society assets, including premises, equipment, and vehicles.

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:

- Delivering on every promise to families with integrity and care.
- Acting reliably and responsibly, even in the most sensitive situations.
- Earning trust through consistency, respect, and transparent communication.
- Maintaining confidentiality and professionalism in every aspect of service.

I will be helpful by:

- Collaborating with teams to ensure seamless funeral arrangements daily
- Offering practical, compassionate support to clients and their families.
- Going above expectations to ease others’ workload when needed.
- Sharing knowledge to uplift colleagues and improve service standards.

I will be respectful by:

- Listening actively and kindly to everyone’s views and concerns.
- Honouring all beliefs, backgrounds, and customs with sensitivity.
- Treating the deceased and their families with utmost dignity.
- Speaking thoughtfully and acting considerately in all interactions.

I will inspire others by:

- Leading by example in professionalism and compassionate service.
- Encouraging high standards and personal pride in funeral care.
- Guiding colleagues positively through calm and thoughtful leadership.
- Demonstrating excellence in every interaction, big or small.

I will value people by:

- Acknowledging every colleague’s contributions to the team’s success.
- Celebrating achievements and recognising personal and professional milestones.
- Making space for feedback, suggestions, and shared improvement.
- Appreciating the unique strengths each person brings to work.

I will empower others by:

- Supporting others to learn, grow and take responsibility confidently.
- Promoting independent thinking with the backing of the team.
- Encouraging initiative while maintaining clear communication and trust.
- Creating a safe space for decisions and thoughtful leadership.