

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"> - 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.
<p>You'll report to:</p>	<ul style="list-style-type: none"> - Funeral Director
<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. - 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 Arranging and Administration (Dip FAA) 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:

- Co-ordinating funeral arrangements in accordance with the client's wishes, including all necessary documentation, service planning, transportation, coffin/casket selection, obituary notices and other bespoke requirements.
- Liaising with internal teams and external contacts (e.g. celebrants, doctors, florists, crematoria, clergy, and local authorities) to ensure smooth arrangements and communication.
- Acting as the main point of contact for clients, supporting them from first call through to the funeral day and beyond.
- Providing clear guidance on all funeral options, pre-paid funeral plans and aftercare services.
- Maintaining accurate records, including computer-based systems and paper files for client information, legal documentation, payments and correspondence.
- Handling payments including card, cheque, BACS and cash, issuing receipts and ensuring financial processes are followed securely and correctly.
- Producing and processing statutory documentation, such as cremation forms, interment applications and legal declarations.
- Planning and scheduling services such as burials, cremations, ash interments and viewings with the deceased, ensuring every detail is delivered with care.
- Supporting the care of the deceased, with dignity and professionalism, including occasionally assisting behind the scenes as required.
- Keeping up to date with relevant legislation, local customs and procedures relating to funerals, memorials and repatriation.
- Offering memorial masonry services, liaising with clients regarding options and submitting accurate orders to suppliers.
- Assisting with promotional and community activity, such as open days, public talks, and community events, helping raise awareness of our services.
- Participating in audits, compliance activities, and mandatory training relating to health and safety, data protection, FCA rules and funeral industry standards.
- Maintaining confidentiality and data security, adhering to GDPR and all internal safeguarding and data protection policies.
- Maintaining a presentable working environment, supporting cleanliness, order and the safeguarding of Society premises and equipment.
- Undertaking any other lawful and reasonable duties as requested by management or in support of operational needs

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:

- Ensuring promises are delivered to families without fail or delay.
- Maintaining discretion and confidentiality in every client interaction.
- Following procedures closely to provide accurate, honest guidance.
- Demonstrating reliability that builds trust during emotional times.

I will be helpful by:

- Offering clear support tailored to each family's situation
- Assisting colleagues and clients with patience and compassion.
- Providing timely solutions to unexpected changes or requests.
- Guiding families step-by-step through the funeral planning process.

I will be respectful by:

- Listening carefully to understand individual beliefs and traditions.
- Treating everyone with dignity, regardless of background or need.
- Acknowledging emotional situations with sensitivity and professionalism.
- Respecting the wishes of families at all times.

I will inspire others by:

- Role-modelling calm, composed behaviour in challenging circumstances.
- Encouraging others to show care and compassion always.
- Setting high standards in service and ethical conduct.
- Demonstrating leadership through consistent empathy and professionalism.

I will value people by:

- Recognising colleagues' efforts in supporting grieving families.
- Appreciating contributions that improve our funeral services daily.
- Celebrating teamwork that provides comfort and care.
- Highlighting individual achievements that make a lasting difference.

I will empower others by:

- Taking initiative to support families with confidence.
- Embracing responsibility in sensitive and complex arrangements.
- Suggesting improvements to enhance client and team experiences.
- Pursuing personal growth and professional development opportunities.