



Essential Information – what you need to know

You'll Report To:

- Funeral Director.

Your Benefits

- 30 days annual leave (full time equivalent), including bank holidays.
- Pension contribution of up to 12% of salary.
- Colleague discount across our family of businesses.
- Employees' Association membership for a small monthly contribution.
- Competitive call out fees and out of hours pay

Your Relationships

- Colleagues within the Funeral Services team.
- Your colleagues within the wider organisation which include Community, Membership, Human Resources, Health & Safety, etc.
- Your clients and customers at all levels and partners from our local community groups.
- Outside organisations and authorities.

What you'll bring to us:

- A naturally caring and professional approach to families and the bereaved in difficult situations.
- Confidence to make decisions and assess risk in challenging and at times, upsetting situations.
- The ability to work productively as part of a team and alone.
- Exceptional communication skills and a strong attention to detail.
- An ability to lift and transfer weights safely.
- A flexible approach in your work and to be able to work from any of our funeral homes.
- A willingness to develop knowledge and skills through training.
- Basic numeracy and literacy skills.
- A full driving licence and a satisfactory Disclosure Baring Service (DBS) check.

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 an empathetic, caring and professional service to clients.
- Collecting the deceased from a range of locations and scenarios in a professional and dignify manner.
- Caring and preparing the deceased, including washing and dressing
- Being able to prepare and carry coffins collaboratively with colleagues.
- Driving vehicles including private ambulances, hearses and limousines.
- Maintaining client confidentiality and completing administration duties.
- 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 to colleagues and working cohesively together.
- Maintaining the cleanliness and maintenance of equipment and facilities including vehicles



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.