



Role Title: Personal Funeral Adviser

Department: Funeral

About the role

To ensure the quality provision of funeral services whilst taking personal responsibility for excellent internal and external customer service, operating standards and protection of income, underpinned by our DOES values.

Occasionally situations may arise that require the post holder to perform other duties or tasks as may be reasonably requested by the Society.

What you'll be doing

The post holder shall:

- Arrange, promote and advise on Funeral Services, Pre-Paid Funeral Plans, Memorial Masonry, Remembrance Keepsakes and any related funeral service matter
- Effectively communicate with all stakeholders to ensure that every funeral related service or enquiry is managed to the highest of standards
- Create, maintain and promote excellent working relationships with all internal and external stakeholders
- Arrange and conduct caring and sensitive visits to the chapel of rest
- Ensure quality control regarding all coffins and ancillary items entering and leaving the funeral home and regularly monitor the condition of all deceased persons in our care
- Understand and comply with operating processes as set out in the Way of Working Manual that sets out the Personal Funeral Adviser's detailed roles and responsibilities
- Strive towards promotion of a culture of excellence in all matters and to actively seek to "score a ten" in all dealings with internal and external customers
- Ensure 100% accuracy regarding all paperwork and records
- Take reasonable care for the health and safety of themselves and of others who may be affected by their acts or omissions at work

In addition, all colleagues are expected to work within the terms of their contract of employment and adhere to Society policies and procedures. Post holders may be required to provide temporary cover at other funeral homes, support the community by way of volunteering and work outside of standard office hours. Post holders must display a professional, smart image and attitude at all times. Uniforms that are provided must be worn.

About You

- Post holder must have good administration skills and a sound knowledge of IT software packages such as word and excel along with data base knowledge.
- Full UK Driving Licence desirable.
- NVQ Level 2 achieved or prepared to achieve.
- A proven track record in customer services skills would be preferred.
- Passion for ensuring complete funeral service care to include promoting our full range of Memorial Masonry, Pre-Paid Funeral Plans and Remembrance Keepsakes.
- Willingness to ensure understanding of and adherence to the Society's values of Democracy, Openness, Equality and Social Responsibility (DOES) and the Co-operative difference are essential.

Scope

Reports to: Funeral Area Manager

Budgetary Control: None

Contacts (internal/external): Funeral administration, arranging and operational colleagues, and third party suppliers and stakeholders.