

Associate Funeral Director

Job Description



The purpose of your role in Our Co-op

As the Associate Funeral Director you will be expected to step in and conduct funerals in the absence of the Funeral Director, whilst at other times, working to ensure that all other operational tasks are completed including stepping into all funeral operative duties.

You'll become part of a skilled, engaged, and diverse team, supporting our co-op in our collective vision to be the best at what we do in the East of England.

The Team you are joining

For almost 100 years, local families have trusted East of England Co-op Funeral Services to provide care, reassurance and excellent service when our clients need us most. It all began back in 1925, when the Ipswich Co-operative Society opened our first funeral branch. Since then, our business has grown across Norfolk, Suffolk & Essex enabling us to offer our professional services 24 hours a day, 7 days a week throughout East Anglia. Our trained & knowledgeable colleagues are passionate about supporting the individual needs of our clients throughout every step of the funeral process at such a difficult time. We are more than just a funeral director; we pride ourselves on supporting the communities we serve and adapting in what is an ever-changing industry.

Things you need to know

Some roles within our co-op may require licence checks (e.g. DBS, drivers, other security checks) – please note that this role requires those checks.

You will be required to hold a valid UK driving licence to conduct this role.

Please note that our working patterns are non-contractual. The advertised working pattern represents the normal working pattern for the role at time of advertisement and is subject to change.

The skills we are looking for

- Communication
- Teamwork
- Adaptability
- Technical proficiency
- Customer focused

Your reporting lines

Location

Funeral Hub/Branch

Department

Funeral

Reports to

Cluster/Ops Manager



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What you will be working on at Our Co-op

1. Conducting Funeral Services

- Ensure all aspects of the funeral service run smoothly, including paperwork completion, liaising with third parties, directing colleagues, managing the cortege route, and conducting final checks.

2. Preparation and Presentation

- Prepare and dress the deceased, maintain cleanliness and hygiene of premises, uphold professional appearance and service standards, and ensure compliance with statutory and organisational guidelines.

3. Client and Family Liaison

- Act as the primary point of contact for clients and families throughout the funeral service, offering support and guidance as needed.

4. Operational Adherence

- Adhere to procedures for identifying the deceased, presentation of funeral team and vehicles, and safeguarding personal effects, ensuring compliance with health and safety regulations.

5. Flexibility and Local Knowledge

- Be flexible to cover different sectors as required, work as part of an out-of-hours duty team, and possess good knowledge of the local area(s) to facilitate funeral arrangements effectively.

This job description sets out the major tasks associated with the stated purpose of this post. Minor tasks normally considered an integral function of this post will be undertaken and not excluded simply because they are not itemised.

Our Values

At Our Co-op, we live by a set of five values. What's important to remember is that your behaviours reflect our values in whatever task you're performing.



To find out more about our values, visit www.eastofengland.coop/careers/our-values