

Funeral Director

Job Description



The purpose of your role in Our Co-op

As the Funeral Director, you are entrusted with the responsibility of conducting funeral services. You serve as the primary point of contact for clients and families throughout the service, offering guidance and support. Additionally, you provide direction and instruction to colleagues involved in the funeral process to ensure everything runs smoothly and according to plan.

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.

The skills we are looking for

- Communication
- Teamwork
- Adaptability
- Technical proficiency
- Customer focused
- Leadership
- Interpersonal skills
- Data interpretation
- Project management
- Critical thinking
- Budgeting/financial awareness

Your reporting lines

Location

Funeral Hub/Branch

Department

Funeral

Reports to

Cluster/Ops Manager



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.

What you will be working on at Our Co-op

1. Conducting Funeral Services

- Leading funeral services at various locations means being there for families during one of their toughest times. It's about guiding them through the process with compassion and professionalism while ensuring everyone involved knows their role and feels supported.

2. Ensuring Service Quality and Compliance

- Maintaining a high standard of professionalism in appearance and service is crucial. It's about making sure families and colleagues feel respected and supported while ensuring that all legal and company requirements are met, and everyone has the necessary skills to succeed.

3. Overseeing Funeral Logistics

- Managing the logistics of funeral processions is about ensuring everything runs smoothly on the day. It involves careful planning of routes, making sure the hearse is ready, and double-checking every detail to ensure the deceased and their family receive the utmost respect and care.

4. Community Engagement and Relationship Building

- Engaging with the local community is about more than just business. It's about building genuine connections and trust, finding ways to support one another, and representing the company positively in the community.

5. Flexibility and Additional Responsibilities

- Being flexible and taking on additional responsibilities is part of being there for families when they need it most. It means being willing to work odd hours, stepping up to help out at other branches, and being ready to support colleagues or even lead when the situation calls for it.

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