

Funeral Services Coordinator – Job profile

1

- **Purpose:** Coordinate the fleeting diary and daily operational requirements of allocated care centre(s) to ensure exceptional levels of care for people who have died, and the funeral service.
- **Reporting:** Funeral Operations Lead.
- **Values:** Co-operation, Self Help, Self responsibility, Democracy, Equity and Equality.
- **Essential Skills and experience:** Effective communicator, able to prioritise, problem solve and role model Society values.
- **Qualifications:** Competent use of IT systems and applications.

We make a *difference* to Members & customers

- | | | |
|---|---|-------------------------------|
| • Working with Funeral Operations Lead, coordinate allocated care centre(s) to the highest operational standards of excellence throughout the end to end client journey | ✓ | Green standards visits |
| • Co-ordinate all fleeting and diary requirements to ensure day of Funeral expectations are met. | ✓ | Service measures |
| • To manage fleeting requirements and maintenance requirements to ensure a full, clean fleet at all times. | ✓ | Service measures |
| • Ensure equipment are maintained and colleagues trained in correct use. | ✓ | Service measures |

We're *better* every day

- | | | |
|---|---|-----------------------------|
| • Ensures all operational colleagues accurately complete all paperwork associated with care for people who have died. Including mortuary register, ashes register, identification processes and the Carehub system. | ✓ | Service measures |
| • Manage stock holding and order of coffins and sundry items. | ✓ | Service measures |
| • Stay on top of the budget and scorecard performance and help us meet our targets. | ✓ | Scorecard compliance |

We're a *caring* community

- | | | |
|---|---|--------------------------------|
| • Prioritise colleague, member and client safety everyday by implementing our safety and security procedures. | ✓ | Reporting Incidents |
| • Stay on top of the daily safe and legal checks to keep our homes trading smoothly without risk. | ✓ | Green audits |
| • Embrace an inclusive culture where everyone feels welcome. | ✓ | Green Inclusion targets |

We work together with *purpose*

- | | | |
|---|---|--------------------------|
| • Engage and develop teams to ensure highly motivated and multi skilled workforce | ✓ | Engagement target |
| • Build strong relationships with your colleagues, keeping communication up to date. | ✓ | Comms plan |
| • Working with Funeral Operations Lead, support colleagues' skills development and training | ✓ | 100% completion |
| • Audit work schedules to ensure full coverage and accurate pay for everyone. | ✓ | 100% compliance |