

Role Profile – Funeral Services Assistant

Role Levelling

Purpose	Key Relationships	
<p>A multi-skilled role, encompassing both client facing and operational activities. The role holder will play a key part in delivering care to our client families and their loved ones. They will take responsibility for following all care of deceased policies and procedures within the Society. Whilst they will report directly into a Senior Funeral Services Team Leader, they will be expected to work as part of a broader care of deceased team and take instruction from Senior Leaders as appropriate.</p>	<ul style="list-style-type: none"> • Clients and Colleagues • Internal and external stakeholders 	
Key Accountabilities	Measures of Success	Experience/ Qualifications Required
<ul style="list-style-type: none"> • The role holder will be allocated to specific tasks determined by the needs of our operation and will be scheduled to take place during the most appropriate shift pattern. • Daily tasks will vary but will support our care and preparation of the deceased including first calls, transfers (including coroners) , first offices, preparation of the deceased, washing and dressing, coffin preparation and ceremonial duties as required. At times, they will work without supervision and will need to prioritise their workload and may be required to work in other areas of the business. • They are accountable for the completion of all 'care for the deceased' tasks in line with Society policy. This will include identification process, mortuary register, cremated remains register and all associated administration. • At all times they will act in a professional and empathetic manner, maintaining the highest standards of personal appearance and hygiene. • Driving our Society vehicles to the required standards and to the "rules of the road" in line with Highway Code. • Ensuring all Society vehicles are correctly equipped at all times and are maintained to a high standard of cleanliness both inside and out. Completing daily vehicle log sheets, reporting any defects and issues regarding vehicles and maintenance to the Senior FSA. • To support the Funeral Services Team Leader with fleet as required • To be included on the on-call rota • Assist in promoting Funeral Services within the local community, building up good working relationships with hospitals, nursing homes, local clergy and doctors. • Undertake any reasonable tasks as requested by Funeral Cluster Manager, Funeral Operations Lead, and Funeral Services Team Leader 	<ul style="list-style-type: none"> • Contribute towards clients' satisfaction with the funeral. • Excellent attendance and time-keeping. • Excellent personal presentation in line with standards. • Funeral procedures are adhered to at all times • Clean and tidy vehicles inside and out. • Vehicle log sheet is completed daily. • Duties are carried out in a compassionate manner in keeping with the nature of the funeral profession. • Develops knowledge and attends training as required 	<ul style="list-style-type: none"> • Basic numeracy • Valid driving license • Basic technology skills • Caring manner and nature • Effective Communication skills