

## Funeral Assistant

### Job Description and Person Specification

<b>Job Title:</b>	Funeral Assistant
<b>Reports to:</b>	Funeral Directors
<b>Purpose:</b>	To ensure the smooth running of the service at all times and assist across a variety of roles associated with the funeral service

#### Key Responsibilities:

- Support and assist the Funeral Directors to ensure each funeral ceremony meets the specific requests and requirements of the person who has died, together with their family
- Assist and undertake the preparation and presentation of the body entrusted to our care in a professional, caring and dignified manner
- Ensuring you are familiar with each individual funeral arrangement, completing pre and post funereal checks and ensure all aspects are conducted in accordance with the wishes of the family
- Prepare bodies for viewing
- Prepare coffins, fit out and line including engraving of name plates
- Prepare cremated remains caskets
- Prepare funeral cars including daily clean and valet with regular polishing
- Carry out vehicle checks including fuel, fluids and tyres
- Ensure all vehicles are checked both pre and post use, ensuring they are fit for purpose and of the highest quality
- Act as driver for all vehicles in accordance with the Highway Code and company procedures, reporting any damage or faults in a timely manner
- Act as bearer for funerals as directed, ensuring correct attire is worn and is carried out professionally and with dignity
- At all times be ready to deal with removals from hospital or home (includes day and on call nights/weekends).
- Deal with visiting Doctors
- Receive flowers from florists
- Clean mortuary and other areas and maintain workshops in a clean and tidy manner
- Manage the outside areas keeping clear of weeds and general maintenance
- Ensure that company procedures are adhered to at all times
- Any other duties as required by the Director

#### Conditions of service

The salary banding for the post is £16,000-£18,000pa according to experience with expected annual earnings including on-call and overtime pay is £19,380 - £21,380pa.

The appointment will be subject to a six month probationary period. After a formal assessment and assuming performance has been satisfactory, the appointment will be confirmed. Notice will be one week in writing on either side during the probationary period rising to one month's once the appointment is confirmed.

Office hours are 8.00am – 5.00pm Monday to Thursday and 8.00am - 4.30pm Friday. All staff work flexibly including evening and weekends on a week on week off rota basis.

Annual leave for this post is 20 days in addition to Bank Holidays.

**Person Specification**

***FUNERAL ASSISTANT***

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Qualifications/ Training/ Competences	A good level of education and the ability to prove competence in the relevant areas of work	Medical background or training
Relevant Experience	Ability to deal sensitively with distressing situations.  Experience of a job where high levels of customer service were a priority	Experience of anticipating and co-ordinating funeral requirements
Knowledge	After training, able to be at ease handling, washing and preparing bodies	
Skills	Ability to work independently and with minimum supervision.  Ability to receive and relate verbal and telephone messages accurately.  Ability to follow instructions accurately  Ability and willingness to learn Excellent communication and interpersonal skills  Good time management and ability to prioritise work and meet deadlines	Good levels of maintenance and DIY.
Special	Current full driving licence  Able to undertake out-of-hours and week-end working.  Ability to undertake heavy lifting & ability to work outside in all weathers.  The job can be physically demanding – for example lifting bodies and coffins – and applicants must be able to cope with that element of the job  Able to cope with the emotional demands of the job.  Happy to be flexible when called upon to work additional hours at short notice	