



#### *JOB DESCRIPTION*

**JOB TITLE:** Funeral Operative/Trainee Funeral Director

**REPORTING TO:** Senior Funeral Director

#### **ABOUT AFFERTONS:**

Affertons is a proud, independent company formed in 2013 to provide personalised and competitive funeral care. For us, a funeral is a celebration not a mourning. It's a chance to capture the personality, legacy and experiences of your loved one and to create a lasting memory that they deserve.

Due to growth and expansion, we have a fantastic opportunity to join our team based at our impressive new premises in Dundee. Providing an interesting and varied workload, we will support your development to ensure you have a highly rewarding career within our business.

#### **JOB PURPOSE:**

As a Funeral Operative, you will provide the highest standards of professionalism, integrity, and care to our communities. You will assist our Funeral Directors to arrange and conduct funeral services with the aim, following successful training, to take full responsibility in arranging and conducting Funerals as required.

With the support of management, you will learn all aspects of the trade and contribute to the smooth day-to-day running of all aspects of the branch, working closely within a team of Funeral Directors, Administrators and Driver/Bearers.

You will be expected to act as an ambassador for Affertons Funeral Care in dealing with the public and to show care and compassion, especially to bereaved families. Flexibility in working hours is essential to meet the needs of the business and you may be asked to work in another branch.

#### **PERSONAL ATTRIBUTES AND VALUES**

- Full UK Driving Licence
- Previous experience in a customer facing role
- Professional appearance and immaculately turned out (uniform will be provided)
- Effective communicator and the ability to quickly and naturally establish meaningful relationships with clients and various stakeholders
- A commitment to diversity and integrity
- Demonstrating confidence and resilience – even in challenging situations
- Excellent attention to detail
- Highly organised with the ability to successfully multi-task and prioritise workload, manage own time effectively and take ownership of projects and tasks
- Awareness of client confidentiality, information security and data protection
- Open to change and seeking opportunities to improve, including commitment to your own personal development
- Practical and able to solve problems in a logical, safe and systematic way
- Good level of awareness to be able to respond to changing circumstances and environments
- A kind, caring and compassionate nature

# Affertons

FUNERAL CARE

## Main Duties & Responsibilities

- Effected the removal of the deceased from private residences, hospitals and nursing homes as required into our care
- Ordering coffins, coffin accessories, gowns and other workshop and mortuary supplies, as well as cleaning and first aid materials
- Preparing and fitting coffins, including engraving nameplates
- Taking responsibility for the general running, tidiness and cleanliness of the workshop, mortuary, yard and garage areas, including receiving coffins and other deliveries.
- Preparing the deceased for a burial or cremation, including placing them in coffins and preparing them for viewings.
- Perform viewings in the chapel of rest
- Maintaining, washing, cleaning, polishing and driving all vehicles used on Affertons business, ensuring they look their best internally and externally at all times
- Prepare company fleet vehicles, ensuring they are stocked at all times with all items required to enable you to carry out your duties in a safe and dignified manner
- Receive cremated remains into our care, transfer into the selected casket/urn as required and liaise with the funeral directors to ensure records are kept up to date
- Arrange and carry out interments of cremated remains
- Assist families with the administration and purchasing of pre-payment plans
- Take part in the out of hours rota for removals, arrangements, viewings and interments of cremated remains.
- Check and complete all relevant paperwork to ensure all details are matched and accurate, including personal belongings being transported with the deceased
- Demonstrate understanding of the importance of your tasks and be able to prioritise throughout the working day
- Carry out vehicle checks, reporting any faults and transporting vehicles or collecting from garages for repair, ensure vehicles are fit for weather conditions
- Drive company fleet vehicles, including on day of funerals, in a safe and considerate manner at all times
- Helping with the preparations before funerals take place, including collecting orders of service, placing flowers in vehicles, ensuring coffins are secured, transporting deceased for viewings including to homes
- Helping with funerals during and afterwards, including bearing coffins, assisting funeral directors, and transporting of deceased.



This Job Description indicates only the main duties and responsibilities of the post. It is not intended as an exhaustive list.

Affertons Funeral Care reserves the right to amend this Job Description from time to time, according to business needs. Any changes will be confirmed in writing.

Please note that you share with Affertons Funeral Care the responsibility for making suggestions to alter the scope of your duties and improve the effectiveness of your post.

Please sign, print your name, and date below to indicate your acceptance of this Job Description.

**Signature:** .....

**Name:** ..... **Date:** .....