

# Funeral Plan Delivery Manager – Job profile

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This role leads funeral projects to enhance environmental efficiency, reduce emissions, and drive funeral service innovation while maintaining cultural sensitivity and tradition. It ensures market-leading care for families, supports financial and business growth across funeral services, and fosters an inclusive workplace. Responsibilities include managing third-party relationships, overseeing project execution, ensuring compliance with legal and ethical standards, and driving continuous improvement initiatives. The role also supports funeral strategy development, coordinates business transformation, maintains governance oversight, and collaborates closely with senior stakeholders to ensure smooth implementation and operational success. This role reports into the Senior Funeral Trading Services Manager.

## We make a *difference* to Members & customers

- Leads projects to improve environmental efficiency, reducing emissions and energy consumption. ✓ **Green standards**
- All projects support the funeral teams in delivering market leading care for the people who have died and their families ✓ **Client Satisfaction**
- Drives funeral service innovation to future-proof operations while maintaining cultural sensitivity and tradition ✓ **Client Choice**

## We're *better* every day

- Support in the delivery of all financial, business development, market share and growth targets ✓ **Commercial Performance**
- Support in the development of the funeral, crematorium, coffin factory, floral and Masonry businesses ✓ **Delivering the funeral plan**
- Maintain third party relationships ✓ **Supplier Relationship Management**
- Lead on all project activity and ensure capacity to deliver is co-ordinated and 'Trading Ready' ✓ **Implementation**
- Proactive Continuous Improvement plan to support efficiency ✓ **Continuous Improvement**
- Ensures all internal projects comply with legal, ethical, and regulatory standards ✓ **Regulation**
- Responsible for successful operation of Our Care Hub and manage the relationship with Firehawk. This includes reviewing opportunities and the appropriate training and development for funeral colleagues ✓ **Our Care Hub**

## We're a *caring* community

- Supporting in an inclusive work environment where everyone feels welcome ✓ **Green Inclusion Target**
- Support the funeral business with community activity bringing to life or Cooperative difference ✓ **Community**

## We work together with *purpose*

- Support development of the funeral strategy within funeral homes and specialist businesses ✓ **Engagement target**
- Support in the delivery of all financial, business development, market share and growth targets ✓ **Comms plan**
- Representative on all Funeral project activity and governance meetings ✓ **Engagement**
- Regular communication to Senior Operations team and Stakeholders or project scoping, implementation and risk ✓ **Communication**
- Lead on all project activity and people resource linked to projects ✓ **Leadership**

# Leading our culture



## We work together with purpose

### When I'm a role model:

- ✓ We communicate a clear purpose and build a high performing team that works well together, collaborates and succeeds together.
- ✓ We actively listen and remove any barriers that get in the way of our progress and hold us back.
- ✓ We make work fun, celebrating success and call out where we could be better.

### When I'm not a role model:

- ✗ I have a tendency to work in a silo, failing to consider the wider impact of my actions on others.
- ✗ I don't make enough time to listen and prefer to make decisions on my own.
- ✗ I need to show more appreciation for colleagues and may avoid difficult conversations about performance.

## We're a caring community



### When I'm a role model:

- ✓ We show that safety and wellbeing matter by taking care of ourselves and supporting others to do the same.
- ✓ We care about each other and create an inclusive environment where everyone feels that they can be themselves.
- ✓ We are active in the local community, bringing to life our co-operative difference at every opportunity.

### When I'm not a role model:

- ✗ I prioritise delivery over the wellbeing of my team.
- ✗ I'm not fully engaged with diversity & inclusion and don't take positive steps to improve my team's approach to being inclusive.
- ✗ I don't give enough priority to the benefits we can bring to our local community, our members and our customers.



## We're better every day

### When I'm a role model:

- ✓ We plan ahead and agree clear goals/priorities so that everyone understands their role and how they can contribute to our success.
- ✓ We keep things simple. We deliver on our commitments and review how we can be even better next time.
- ✓ We're visible and approachable, investing time in every colleague so that they have every opportunity to progress and achieve their full potential with us.

### When I'm not a role model:

- ✗ I don't create or communicate clear plans and, as a result, I may fail to engage my team in our goals and priorities.
- ✗ I am slow to empower others to innovate and improve, and I'm resistant to change.
- ✗ I'm reluctant to improve and develop new skills in myself, or to support others to do the same.

## We make a difference for members and customers



### When I'm a role model:

- ✓ We always put members and customers at the heart of everything we do and we engage every colleague to do this too.
- ✓ We actively use insight, data and analysis to make bold decisions about our future plans to make a difference to our members and customers.
- ✓ We listen to our members and customers and strive to exceed their expectations.

### When I'm not a role model:

- ✗ I prioritise short term financial gain over doing the right thing for our members and customers.
- ✗ I tend to play it safe and do not embrace opportunities for growth and improvement.
- ✗ I don't see projects through and sometimes tolerate poor standards or implementation.

We are the  
*difference*  
makers