

# Funeral Operations Lead – Job profile

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- **Deliver a difference maker service** to our clients at all times during the Client journey and maintain high operational back of house areas offering exemplary standards of care.
- **Local leader:** Take charge of your Operational areas, ensuring they are safe and legal at all times. You'll be the go-to person for keeping everyone safe, secure, happy and engaged – from our colleagues, members and clients to our cash and assets.
- **Essential Skills:** Effective communicator, able to prioritise, problem solve and role model leadership behaviors.

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

## We're *better* every day

- Lead allocated care centres/branches to the highest operational standards and standards of excellence throughout the end to end client journey
- Deliver an industry leading funeral service and deliver profitable market share growth.
- Support Funeral Directors to deliver exceptional client service on the day of funeral. Ensures that the funeral fleeting operation meets client expectations.

✓ **Green standards visits**

✓ **Service measures**

✓ **Service measures**

- Responsible for operational standards and all Fire, Security, First Aid, and Health & Safety requirements throughout the branches/care homes for all client and colleague areas, all back of house areas, refrigeration, and mortuaries.
- Ensures all direct reports accurately, complete all paperwork associated with care for people who have died. Including mortuary register, ashes register, identification processes and the Carehub system.
- Ensure vehicles and equipment are maintained and colleagues trained in correct use.
- Manage stock holding and order of coffins and sundry items.
- Lead and support changes with enthusiasm, ensuring they stick with the all colleagues and leads a culture of 2 way feedback and response.

✓ **100% Implementation**

✓ **Green compliance**

✓ **Service measures**

✓ **Service measures**

✓ **Let's Listen participation**

## We're a *caring* community

## We work together with *purpose*

- Prioritise colleague, member and client safety everyday by implementing our safety and security procedures.
- Stay on top of the daily safe and legal checks to keep our homes trading smoothly without risk.
- Lead an inclusive culture where everyone feels welcome.
- Build connections in your local community and ensures direct reports collaborate to host and support community events.

✓ **Reporting Incidents**

✓ **Green audits**

✓ **Green Inclusion targets**

✓ **Community, Volunteering, work experience activity**

- Engage and develop teams to ensure highly motivated and multi skilled workforce
- Build strong relationships with your colleagues, keeping communication up to date.
- Boost your team's skills through regular training.
- Support our colleagues grow performance with regular, structured feedback and recognition.
- Support your team, with tasks such as reviews, investigations, and managing absences.
- Audit work schedules to ensure full coverage and accurate pay for everyone.

✓ **Engagement target**

✓ **Comms plan**

✓ **100% completion**

✓ **Let's Talk completion**

✓ **Absence rates**

✓ **100% compliance**