

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

- 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

We're *better* every day

- 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

- 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

We work together with *purpose*

- 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