

Funeral Trading Support Co-ordinator – Job profile

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This role provides support to the Funeral Trading Support Manager by assisting with health, safety, and regulatory compliance, helping to identify client complaints and suggest service improvements, and supporting operational efficiency for people and fleet administration. It involves maintaining relationships with key funeral suppliers, overseeing workload planning, and coordinating communication for new initiatives. Additionally, the role promotes environmental sustainability by optimising estate efficiency and reducing waste, contributes to fostering an inclusive workplace, and aids in community engagement efforts. Ensuring consistency and compliance in funeral home procedures.

We make a *difference* to Members & customers

- Support in the delivery of health, safety, and regulatory compliance to protect colleagues, clients, and the funeral business ✓ **Compliance**
- Work with the funeral field teams to support the simplification of operational processes to improve client and colleague experience. ✓ **Client Satisfaction**
- Support in identifying the root causes of client complaints and suggest improvements to enhance service quality and overall customer satisfaction ✓ **Complaint Resolution**

We're *better* every day

- Support in the refinement and maintenance of operational processes and procedures for funeral homes, ensuring consistency, compliance, and effective colleague training ✓ **Commercial Performance**
- Support cost-effective delivery across funeral services by managing assets, monitoring financial contributions, and improving operational efficiency for people and fleet ✓ **Efficiency**
- Support the promotion of eco-friendly practices, optimise estate efficiency, and reduce operational waste to support long-term environmental sustainability ✓ **Green compliance**
- Support in maintaining relationships with key funeral suppliers ✓ **Supplier Relationship Management**

We're a *caring* community

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

We work together with *purpose*

- Support in maintaining the funeral workload planner to ensure efficient scheduling and operational coordination. ✓ **Funeral Plan Delivery**
- Support in leading communication efforts for new initiatives, ensuring smooth implementation through collaboration with central stakeholders. ✓ **Communication**
- Covering the absence of the Funeral Trading Support Manager ✓ **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