

Head of Funeral

Role Purpose

The Head of Funeral will be responsible for the leading our Funeral business. This role will focus on the consistent delivery of exceptional client service, financial sustainability and market share growth. This role will create and deliver the 5 year strategy, aligning to our difference maker culture. This role requires a strong co-operator, engaging all levels of the business to drive success in our funeral business. This role will have budget responsibility of c.£11m. Our Funeral business has 450 colleagues, 160 funeral homes, a crematorium, florists, a masonry team, and a coffin factory

Key Responsibilities

- Create and deliver of the future Funeral Strategy and transformation 5-year roadmap. Developing budgets to support the delivery of the plan while monitoring ongoing business financial performance, taking corrective action to achieve targets when required, as well as identifying any opportunities to exceed these.
- Create an engaging leadership culture which embraces openness, authenticity, diversity and personal growth. Lead the funeral leadership teams, supporting them to in delivering the agreed strategic focuses and scorecard targets.
- Create a difference maker culture that focuses on being client focused, delivering this through operating models and omni-channel service provision, that puts people and relationships at the core of the funeral proposition.
- Lead and drive change required to deliver our funeral transformation activity to ensure new initiatives land with maximum effectiveness and reinforce Central Co-op brand values.
- Establishing strong external B2B partnerships with coroners, NHS, independent co-operative Funeralcare providers, crematoriums and key suppliers e.g. Will & Probate.
- Engage externally in identifying new developments and future trends in Funeralcare. Identify where these can benefit our Society and lead the proposal and implementation of approved plans.
- Communicating through Board Reports, Business cases, conferences to inform, gain decisions and to motivate and recognise success

Success Measures

- Delivery of targets against budget and scorecard measures
- Delivery of funeral transformation objectives
- Market share growth
- Delivery of new innovation and development initiatives
- Colleague Engagement Survey targets met

Role Levelling

M4

Key relationships

- Management Executive
- Board Directors
- Senior Leadership Team
- External Funeral industry
- Other Co-operatives

Experience & Skills Required

- Demonstratable leadership with operational experience across a multi-site environment.
- Experience within the Funeral sector at a senior management or leadership level.
- Strong co-operator delivering results through others.
- Ability to deliver both operational management and strategic planning.
- Proven building strong commercial stakeholder relationships.
- Experience working in a regulated environment
- Experience working with Management Executive teams and the Board.