

Funeral Director– Job profile

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- **Deliver a difference maker service** to our clients at all times during the Client journey.
- **Day of Funeral** lead our colleagues to provide an exemplary service on the day of Funeral and conduct 180 Funerals per year.
- **Local leader:** Take charge of your branches, 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 behaviours.

We make a *difference* to Members & customers

- Lead allocated Care Centres/Funeral Homes to the highest operational standards and standards of excellence throughout the end-to-end client journey
- Conduct 180 Funerals per year ensuring high standards of delivery of all colleagues on the day of Funeral and the overall client journey.
- Deliver an industry leading Funeral Service and deliver profitable market share growth.



Green standards visits



Service measures



Business Plans

We're *better* every day

- Implement the funeral business plan and deliver agreed financial targets through offering value, care and choice.
- Responsible for Operational Standards and all Fire, Security, First Aid, and Health & Safety requirements throughout the cluster, client and colleague areas, all back of house areas, refrigeration, and mortuaries.
- Correct application of the Carehub and ARCC systems across all sites within the cluster.
- Lead and support changes with enthusiasm, ensuring they stick with the all colleagues
- Leads a culture of 2-way feedback and response.
- Stays on top of the budget and scorecard performance and helps to meet our targets.



Commercial Performance



100% Implementation



Green compliance



Let's Listen participation



Scorecard targets

We're a *caring* community

- Prioritise colleague, member and client safety everyday by implementing our safety and security procedures.
- Stays on top of the daily safe and legal checks to keep our homes trading smoothly without risk.
- Leads an inclusive culture where everyone feels welcome.
- Build connections in the local community and ensure 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