

Funeral Cluster Manager – Job profile

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- **Lead the operational requirements** of a cluster of Funeral homes, care centres, and VLCs, ensuring exemplary standards of care through highly motivated and engaged teams. Manage a team of Funeral Directors and Operations Leads to ensure the day to day management and performance of all business areas,
- **Commercially focused** ensuring continued improvement v budget on previous years and that we deliver an industry leading Funeral service and profitable market share growth by offering value and choice. Being active in the community, and maximizing the use of all available channels.
- **Essential Skills:** Accountable. Decision Maker. Effective communicator, able to prioritise, problem solve and role model leadership behaviours.

We make a *difference* to Members & customers

- Lead a cluster of funeral homes and care centre(s) to the highest operational standards caring for people who have died, the end to end client journey, and commercial performance. ✓ **Green standards visits**
- Deliver an industry leading funeral service and deliver profitable market share growth. Support Funeral Directors and Operations Leads to deliver exceptional client service for all aspects of the Funeral. ✓ **Service measures**
- Collaborates with Funeral Directors to develop local activity plans throughout the year to support the Society's principle aim to make a difference to our members. ✓ **Business Plans**

We're *better* every day

- Support the design and delivery the funeral business plan and deliver agreed financial targets through offering value, care and choice. ✓ **Commercial Performance**
- Accountable for operational standards and all Fire, Security, First Aid, and Health & Safety requirements throughout the cluster in client and colleague areas, all back of house areas, refrigeration, and mortuaries. ✓ **100% Implementation**
- Correct Management of the application of the Carehub and ARCC systems across all sites within the cluster. ✓ **Green compliance**
- Lead and support changes with enthusiasm, ensuring they stick with the all colleagues and foster a culture of 2-way feedback and response. ✓ **Let's Listen participation**
- Stay on top of the budget and scorecard performance and deliver our targets. ✓ **Scorecard targets**

We're a *caring* community

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

We work together with *purpose*

- Engage and develop teams to ensure highly motivated and multi skilled workforce. ✓ **Engagement target**
- Build strong relationships with your colleagues, keeping communication up to date. ✓ **Comms plan**
- Boost your team's skills through regular training. ✓ **100% completion**
- Support our colleagues grow performance with regular, structured feedback and recognition. ✓ **Let's Talk completion**
- Lead your team, with tasks such as reviews, investigations, and managing absences. ✓ **Absence rates**
- Audit work schedules to ensure full coverage and accurate pay for everyone. ✓ **100% compliance**