

Job Description and Person Specification



Job Description

Job Title	Casual Funeral Service Operative
Grade	3
Service	Coventry Funeral Service
Reports to	Thomas Fitzpatrick
Location	Coventry Funeral Service – Jackson Road
Job Evaluation Code	A6038



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



About the Service your team will provide

At Coventry Funeral Service we are committed to delivering a professional service in a caring and sensitive manner for all the families that we care for. Additionally, we are committed to offering a simplified approach to arranging funerals by offering set funeral packages with no hidden costs.

We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation.

Funeral Service Operatives will play a crucial role in the service we deliver to all our client families.

A Coventry Funeral Service Operative will be able to offer reassurance to families that we will take excellent care of their loved ones whilst we prepare them for their final journey. As a dedicated member of our Funeral Team, being able to communicate clearly and accurately between both the family and Funeral Director is essential. Being a Funeral Service Operative can be a challenge but also very rewarding and fulfilling, with no two days ever being quite the same.

Main Duties & Key Accountabilities

Core Knowledge

1. Working for us on a casual basis when the need arises, through booked shifts Monday-Friday
2. Assisting the Funeral Director with pre-funeral checks including route planning and address checking.
3. Participating in funeral services
4. Driving company vehicles, including a hearse and limousine
5. Pallbearing
6. Valeting the company vehicles
7. Bringing people's loved ones into our care
8. Fitting coffins
9. Working in the mortuary

10. Dressing the deceased



Key relationships

External The Bereaved Doctors Mortuary Staff	Internal Funeral Directors Funeral Arrangers Crematorium Chapel Attendants/technician Bereavement Services Staff
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Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder:

N/A

Person specification

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Knowledge	
<ul style="list-style-type: none">• Full training will be given	
Skills and Abilities	
<ul style="list-style-type: none">• A flexible and dependable approach to work• Be committed to delivering an excellent client experience to the highest standard.• Excellent communication skills• Pride in your appearance, ensuring you are always professional.• The ability to perform the physical aspects of the role (manual lifting)• A sensitive approach to client service• Good attention to detail• The ability to react calmly and compassionately in emotional circumstances.	
Experience	
<ul style="list-style-type: none">• Any previous experience within the industry is advantageous.	
Qualifications	
<ul style="list-style-type: none">• Any qualification within the industry is advantageous.	
Special Requirements	
To apply you must have: <ul style="list-style-type: none">• A full UK manual driving licence (Manual) - driving is an essential part of the role.• The necessary documentation for a reference & driving licence check.	

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