



Coventry City Council

Job Description

Post:	Funeral Home Manager	Job Number:	A5685
Service:	Bereavement Services	Post Number:	
Location:	Coventry Funeral Services	Grade:	7

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.

Job Purpose:

Under the general direction of the Bereavement Services Manager and having due regard for the needs of the bereaved, to be responsible for the establishment of the new service and implementing a business plan – including business development, financial accountability and the day to day management of the provision of funeral services through operations provided by Coventry Funeral Service.

To deputise for the Bereavement Services Manager and manage projects linked to the future development of Coventry Funeral Service.

Main Duties and Responsibilities:

- Accountable to the Bereavement Services Manager for the management, development of Coventry Funeral Service including establishing the strategy, recruiting and managing a team, setting standards business development and marketing activities in the job purpose, setting standards and monitoring performance.
- Support bereaved families through the delivery of quality services using knowledge, understanding and guidance to allow clients to be empowered to make informed choices.
- To arrange and conduct funeral services with compassion and empathy with a clear understanding of the needs of the bereaved family.
- Competently drive all different types of funeral vehicles.
- To ensure financial and budgetary targets are met.
- To train, lead, and inspire work colleagues within their role.
- Manage a range of HR processes including Promoting Health at Work, Appraisals, Disciplinary and Capability reviews.
- Develop a continuous schedule of quality inspections in the provision of funerals and ancillary services ensuring high standards and targets are met and, when standards fall below the acceptable level, to take remedial action.
- Identify opportunities to develop the business and increase volume of services supplied.
- Arrange and attend activities within the local community to promote the business and increase awareness of the services supplied.
- Assist the Bereavement Services Manager in managing appropriate budgets, monitoring income and expenditure to ensure financial targets are met.

- Maintain and continually develop effective relationships and communications with associated professionals such as clergy, funeral directors, stonemasons and residence groups, assisting at meetings as and when required to facilitate the exchange of views and ideas.
- Contribute towards the strategic management of Coventry Bereavement Services, by membership of the management team.
- Examine existing policies and procedures, risk assessments, identify, investigate and report on any new development or legislation and put forward new proposals for the future development and growth of the business.
- Investigate and respond to the City Council's Complaints, Compliments and Comments System.
- Develop a training package to be presented to external stakeholders, to promote and support a better understanding of the process when a death occurs.
- Any other duties and responsibilities within the range of the salary grade.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Workforce Diversity and Inclusion Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

**Responsible for: X2 Funeral Services Operatives, X1 Funeral Arranger,
X3 Funeral Services Casual Operatives**

Responsible to: Bereavement Services Manager

Date Reviewed: 16.02.2022

Updated: 16.02.2022



Coventry City Council

Person Specification

Post:	Funeral Home Manager	Job Number:	
Service:	Bereavement Services	Post Number:	
Location:	Coventry Funeral Services	Grade:	7

Area	Description
------	-------------

Knowledge:	• Statutory requirements relating to cremation & burial funeral provision	•
	• The principles and care of the deceased person	•
	• Charter for the Bereaved.	•
	• NAFD standards and Code of Practice	•
	• Health and Safety.	•
	• Principles of customer care	•
	• Computer systems	•

Skills and Abilities:	• To arrange and conduct funerals
	• Effectively train, mentor and manage staff
	• Commercial experience and knowledge, including the ability to plan, programme and deliver services in order to achieve financial targets.
	• Experience and knowledge of building a new funeral directors business, including growing a customer base.
	• To be able to deal with the bereaved with empathy and care
	• Deliver training and guidance to external stakeholders
	• Innovative and adaptive approach to the service to include problem solving
	• Able to communicate effectively, orally and in writing, including the preparation of reports and statistical information.
	• The ability to represent the service at public and stakeholder meetings, memorial services and open days.
	• Analyse data to be used as a tool to promote business growth and development

Experience:	• Previous Bereavement Services / funeral industry experience
	• Previous management experience
	• Development, promotion and engagement skills to support growth of a business.

Educational:	• NAFD Diploma (or equivalent)
	• Current Driving Licence



Coventry City Council

Special Requirements:	To complete all mandatory and / or training as the Bereavement Services Manager requires to develop the post from within.
------------------------------	---

Date Reviewed: 16.02.2022

Updated: 16.02.2022