

# Funeral Arranger

## Job Description

East of  
England  
COOP

Funeral  
Services

### The purpose of your role in Our Co-op

As a Funeral Arranger you are responsible for advising on all aspects of our funeral services, ensuring that all associated administration and liaison is completed professionally and accurately. You will often be the first point of contact for our clients and families supporting them through a difficult time and working to understand and arrange their needs and wishes.

You'll become part of a skilled, engaged, and diverse team, supporting our co-op in our collective vision to be the best at what we do in the East of England.

### The Team you are joining

For almost 100 years, local families have trusted East of England Co-op Funeral Services to provide care, reassurance and excellent service when our clients need us most. It all began back in 1925, when the Ipswich Co-operative Society opened our first funeral branch. Since then, our business has grown across Norfolk, Suffolk & Essex enabling us to offer our professional services 24 hours a day, 7 days a week throughout East Anglia. Our trained & knowledgeable colleagues are passionate about supporting the individual needs of our clients throughout every step of the funeral process at such a difficult time. We are more than just a funeral director; we pride ourselves on supporting the communities we serve and adapting in what is an ever-changing industry.

### Things you need to know

This position requires you to engage in lone-working activities as an integral part of your responsibilities. You should be aware that the nature of the role will involve working independently in (various) locations.

You will be required to flexible in your approach to working and supporting other branches when necessary.

Please note that our working patterns are non-contractual. The advertised working pattern represents the normal working pattern for the role at time of advertisement and is subject to change.

### The skills we are looking for

- Communication
- Teamwork
- Adaptability
- Technical proficiency
- Customer focused

### Your reporting lines

#### Location

Funeral Hub/Branch

#### Department

Funeral

#### Reports to

Cluster/Ops Manager



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### What you will be working on at Our Co-op

#### 1. Client Service and Advising

- Provide professional guidance to clients on funeral services, pre-payment plans, and related services, adapting advice to meet individual needs while aligning with business objectives.

#### 2. Funeral Coordination

- Ensure seamless execution of funerals by completing necessary paperwork, conducting pre-funeral checks, and liaising with colleagues, third parties, and service providers like crematoriums and ministers.

#### 3. After-care Support

- Provide clients with information regarding post-funeral services such as Bereavement Services, offering ongoing support and guidance as needed.

#### 4. Administrative Management

- Manage office duties, including administrative tasks, updating systems, handling telephone inquiries, and scheduling appointments, ensuring efficient and organised operations.

#### 5. Financial Administration

- Oversee financial aspects, including donation handling, banking, invoicing, and paperwork completion, ensuring compliance with payment processes and escalating issues as necessary. Additionally, manage credit checks and deposit procedures in accordance with company policies.

This job description sets out the major tasks associated with the stated purpose of this post. Minor tasks normally considered an integral function of this post will be undertaken and not excluded simply because they are not itemised.

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### Our Values

At Our Co-op, we live by a set of four values. What's important to remember is that your behaviours reflect our values in whatever task you're performing.



To find out more about our values, visit [www.eastofengland.coop/careers/our-values](http://www.eastofengland.coop/careers/our-values)