

# Funeral Operative

## Job Description

East of  
England  
COOP

Funeral  
Services

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

As a Funeral Operative it will be your job to provide operational support, assisting with any duties required to ensure that the deceased is looked after in our care and the funeral 'goes to plan'. This will include driving and bearing on funeral services, as well as undertaking other tasks required within our funeral branches, the Chapel of Rest, mortuary areas, etc.

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

Some roles within our co-op may require licence checks (e.g. DBS, drivers, other security checks) – please note that this role requires those checks.

You will be required to hold a valid UK driving licence to conduct this role.

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

Funeral Director



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

#### 1. Direct Care of the Deceased

- You'll be responsible for looking after the deceased with respect and dignity throughout their time in our care. This involves carefully bringing them into our care, making sure they're properly identified, and keeping their belongings safe. You'll also help prepare and dress them respectfully before their final arrangements. Finally, you'll ensure their respectful transport to various locations as per the family's wishes.

#### 2. Facilitating the Funeral Service

- You'll play a vital role in making sure the funeral service runs smoothly and honours the family's wishes. This involves working closely with the Funeral Director to understand the family's plans and ensure every detail is met. You'll also be responsible for driving the hearse professionally and helping to prepare the coffin. Additionally, you'll provide support to families during visits to the Chapel of Rest and help manage other funeral arrangements like floral tributes and the order of service.

#### 3. Maintaining Professionalism

- As a Funeral Operative, you'll be a source of comfort and support for families during a difficult time. This means presenting yourself with a professional demeanour and appearance in all interactions, from families and congregations to staff at crematoria and cemeteries.

#### 4. Ensuring Hygiene and Upkeep

- Keeping a clean and respectful environment is crucial. This involves thoroughly sanitising all designated areas, including the garage, preparation rooms, and mortuary. You'll also be responsible for making sure the funeral vehicles are clean, well-maintained, and stocked with the necessary equipment for each service.

#### 5. Compliance and Flexibility

- Working in this role requires a commitment to following all company policies, legal regulations, and health & safety protocols. This ensures a safe and compliant working environment for everyone involved. Additionally, you'll need to demonstrate flexibility as you may be part of an on-call team, working outside of regular office hours to meet the needs of grieving families.

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### Our Values

At Our Co-op, we live by a set of five 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)