



## Funeral Arranger Information Sheet

Scotmid is Scotland's largest independent co-operative and has been at the heart of Scottish communities since 1859. Our businesses include Scotmid Food, Semichem, Funeral Directors, Post Offices and our Property division. We employ around 5,000 people in Scotland, Northern Ireland and the North of England across nearly 350 retail outlets. To learn more about the Society please visit [www.scotmid.coop](http://www.scotmid.coop)

As a co-operative society, we are owned by our members, who each have an equal say in how we are run. We are true to our co-operative values and principles we are committed to supporting our local communities through investment in both community and co-operative initiatives.

### Scotmid Co-operative Funerals

We have 17 funeral homes in total including nine in Edinburgh and also one each in Dunfermline, Livingston, Prestonpans, Penicuik, Hamilton and Uddingston. We also operate as Thomas Brown in Broxburn and Dundas Fyfe in Motherwell.

Our largest funeral home, Forrester Park in Edinburgh, carries out over 400 funerals per year.

We have over 40 members of staff covering roles such as Funeral Operative, Embalmer, Funeral Arranger, Roving Funeral Arranger, Funeral Director and Funeral Manager.

We are looking for a smart, dignified and highly motivated individual to join our team, to work in a professional manner, handle written and spoken communication and assist clients in a sensitive way. You must have the flexibility to respond to clients differing religious and cultural expectations and the sensitivity to provide support to the bereaved

### The Role

Our Funeral Arrangers deal with our clients at one of the most emotive times of their lives, and this requires a great deal of skill and empathy. The Funeral Arranger can be involved with the family from the very first call through to the day of the funeral and beyond. The role of the Funeral Arranger requires not just flawless interpersonal skills but also confidence and knowledge of the options available to the client.

No previous training or qualification is required for this role, as Scotmid provides full and thorough training. All we ask is that you have a desire to learn and a passion for delivering exceptional client service.

We are proud of the Funeral Arrangers within our Society, many of whom are not just our employees but our ambassadors and highly respected within local communities and often requested by name by our clients.

[Continues overleaf](#)



## The Position

The successful candidate will be based at one of our offices and may be required to cover our offices in Edinburgh, Dunfermline, Broxburn, Hamilton, Motherwell, Uddingston and Penicuik therefore a current full UK driving licence and own transport are essential.

To arrange funerals in a sensitive and dignified manner, following company guidelines.

To assist in viewing of the deceased during office hours and out of hours if requested.

To provide a professional service to the highest standard.

To maintain good public relations with all people that come into contact with the funeral home.

To undertake administration duties relating to the business also knowledge of Microsoft Word and Excel would be an advantage.

## Conditions of Service

- £19,651 per annum - £10.07 per hour.
- Plus travel expenses when using own vehicle.
- A full UK driving licence and own transport are essential.
- 37.5 hours per week, Monday to Friday 9am to 5pm.
- Full training will be given, with an initial 13 week training course.
- Uniform is supplied.
- 10% staff discount is available in our Food and Semichem stores, subject to conditions.

Please Note: A Disclosure Scotland basic disclosure will be required.

Interested? - Please apply in writing including your CV and covering letter explaining why you are applying by email to [dgunn@scotmid.co.uk](mailto:dgunn@scotmid.co.uk) or by post to Darren Gunn, Funeral Manager, Scotmid Funerals, 78-79 Angle Park Terrace, Edinburgh, EH11 2JP. The closing date for applications is Friday 1st February 2019.

Learn more about Scotmid Funerals at  
[www.scotmidfunerals.coop](http://www.scotmidfunerals.coop)

# Funeral Arranger

## Reporting to: Funeral Director

### Job Purpose

To ensure consistent delivery of the highest levels of client service. To regularly make funeral arrangements and oversee your assigned funeral office.

### Key Performance Indicators

#### Performance will be measured by:

- Client Service (e.g. Client questionnaire ratings/client satisfaction)
- Community activity
- Growth

### Key Responsibilities

#### Client Service Excellence

- Ensure consistent delivery of the highest levels of client service
- Arrange funerals according to our guidelines ensuring that the full range of services and products are offered, thereby addressing the needs of the client
- Use available information to positively reinforce good client service, and as the basis for identifying and improving service where required
- Suggest refinements and improvements to your Funeral Director

#### Operational Efficiency

- Work closely with your Funeral Director to ensure co-operation between all those within funerals
- Ensure that all identification procedures are duly adhered to and completed
- Identify unnecessary costs and recommend controls to your Funeral Director
- Frequently communicate with colleagues, clients and others involved in delivering the funeral
- Ensure that society policy and procedures regarding the management and handling of cash is adhered to
- Fully comply with all Scotmid Internal Procedures and NAFD Code of Practice
- Ensure that the working practices, facility, and its equipment are maintained to the highest standards according to Health and Safety
- Carry out any other duties when reasonably requested to do so by your Funeral Director including assisting with first calls as appropriate
- Attend training sessions as and when requested
- Maintain your assigned funeral office

## Key Responsibilities (continued)

### Growth

- Actively support colleagues in achieving our strategic aims
- Work with Funeral Directors and your Funeral Manager to build our reputation and participate in community involvement
- Proactively identify opportunities for growth
- Always behave as an ambassador for Scotmid Co-operative
- Establish and maintain own personal reputation
- Personal behaviour must conform to company standards at all times
- Develop and maintain close professional relationships with opinion formers
- Identify and liaise with appropriate local groups who may benefit from our support and educational programme
- Participate in and support community events and activities
- Actively work with membership and community

## Key Competencies

- Focus on client service
- Building and maintaining relationships with clients
- Respect of the deceased
- Presentation of self
- Communication
- Team working
- Attention to detail
- Self-management
- Problem solving
- Adaptability
- Sensitivity
- Managing emotion
- Offering choice

## Person Specification

### Key Criteria:

- Committed to the provision of outstanding client service
- Aware of and committed to co-operative ethics and values
- Empathetic approach to clients
- Aptitude in problem solving
- Reasonable numeracy skills
- Outgoing and communicative
- Be physically fit and able to lift and carry heavy weights in accordance with manual handling procedures