



Funeral Director 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

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 Directors oversee the full funeral process from beginning to end ensuring that they understand the client's wishes and that these are met every step of the way. This requires our Funeral Directors to possess a high level of organisational and leadership skills to deliver these wishes. This role works closely with all other positions within the Funeral Business, reporting to the Funeral Manager, and so candidates must have and maintain good working relationships with their colleagues. The role of the Funeral Director is to ensure all funerals are conducted with dignity, integrity and respect.

Previous experience in the funeral industry is ideal for this role although Scotmid provides full and thorough training.

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

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The Position

The responsibilities of this role are:

- To ensure the procedures for identification, preparation and presentation of the deceased are followed.
- Ensure consistent delivery of the highest levels of client service.
- Performance management of staff under your direction with emphasis on the provision of consistently high quality client service.
- Proactively identify local potential for business growth.
- Identify and liaise with appropriate local groups.
- Use available client satisfaction indicators to positively reinforce good client service, and as the basis for identifying and improving service where required.
- To assist with the transportation of the deceased and with the preparation of coffins.
- To be aware of matters relating to security and loss prevention and to comply with the Health and Safety at Work Act, the Data Protection Act and all other relevant legislation.
- Support other funeral homes as required.
- Always behave as an ambassador for Scotmid Co-operative.

- Develop and maintain close professional relationships with opinion formers.
- To undertake a variety of administration duties therefore a working knowledge of Microsoft Office Software, in particular Word and Excel, would be an advantage.
- Carry out any other duties when reasonably requested to do so by your Line Manager.

Conditions of Service

- Salary £24,000 - £26,000 per annum depending on experience and qualifications.
- Plus travel expenses when using own vehicle.
- 39 hours per week, Monday to Friday 8.30am to 5pm. There is an "on call" rota as operated by the business and you will be required to work occasional Saturdays.
- Full training will be given.
- Current full UK driving licence essential.
- 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 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

Funeral Director

Reporting to: Funeral Manager

Job Purpose

To ensure consistent delivery of the highest levels of client service. To regularly make funeral arrangements and conduct funerals.

To oversee a number of funeral offices and Funeral Arrangers.

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
- Co-ordinate all staff under your direction during the funeral i.e. Funeral Operatives, with emphasis on the provision of outstanding client service
- Performance management of staff under your direction with emphasis on the provision of outstanding client service
- 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 Manager

Operational Efficiency

- Work closely with your Funeral Manager to ensure co-operation between all those within funerals
- Take part in the "on call" rota
- Ensure that all identification procedures are duly adhered to and completed
- Identify unnecessary costs and recommend controls to your Funeral Manager
- Frequently communicate with colleagues, clients and others involved in delivering the funeral
- Carry out branch visits where appropriate
- Ensure that society policy and procedures regarding the management and handling of cash is adhered to
- Fully comply with all Scotmid Co-operative 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 Manager 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 Arrangers 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
- Leadership
- 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
- Hold current driving licence
- Be physically fit and able to lift and carry heavy weights in accordance with manual handling procedures

www.scotmidfunerals.coop