



Funeral Operative 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 Operatives support the funeral directors with the operations of the business, this involves bringing the deceased into our care, assist with preparation which will include dressing and placing them in their coffin, to also care for the deceased by displaying dignity, respect and reverence at all times. The funeral operative will also drive on funerals and take part in our on-call rota offering support to our clients 24 hours a day.

No previous training or qualification is required for this role, as Scotmid Co-operative 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 Operatives within our society, many of whom are not just employees but are our ambassadors and highly respected within our local communities.

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The Position

The successful candidate will be based at our Forrester Park office in West Edinburgh.

- They will assist to bring the deceased into our care and comply with the policies for identification of individuals.
- To legally drive our vehicles, ensuring the safe and secure transportation of the bereaved and the deceased.
- To assist with our on call rota.
- To provide a professional service to the highest standards.
- To maintain good public relations with all people that come into contact with the funeral home.

Conditions of Service

- £10.03 per hour, plus travel expenses when using own vehicle.
- A full UK driving licence.
- Casual, flexible position. Work as and when required
- Full training will be given.
- Uniform is supplied.
- 15% 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.

Learn more about Scotmid Funerals at
www.scotmidfunerals.coop

Funeral Operative

Reporting to: Funeral Director

Job Purpose

- To ensure consistent delivery of the highest levels of client service.

Key Responsibilities

Operations

- To ensure that the correct procedure for the identification of the deceased is followed.
- To care for the deceased by displaying dignity and respect.
- To assist with the preparation of the deceased including dressing and coffining.
- To fully comply with the procedures for identification, and the recording of personal effects.
- To drive on funerals, ensuring the safe and secure transportation of the bereaved and deceased.
- To carry coffins during funerals, and comply with all other bearing duties as directed.
- To prepare vehicles as required, and to report to your Funeral Director any problems that arise.
- To undertake all other driving duties, including chauffeuring, repatriation and tasks as and when required.
- To prepare and furnish coffins and engraving of names plates.
- Take part in the "on call" rota
- To assist with the general housekeeping of premises on a regular basis.
- To undertake as required, appropriate training considered necessary in carrying out job responsibilities to the standard required.
- Be aware of, and comply with all matters relating to the Health & Safety at Work Act (within areas of responsibility), and all relevant security & loss prevention issues. Reporting any Health & Safety or security issues to your Funeral Director immediately as they arise.

Growth

- To submit accurately to your Funeral Director all relevant time sheets
- To maintain a mileage logbook for each vehicle.

People

- Maintain a good working relationship with other members of staff at all times.
- To undertake all other duties as requested from time to time by your Funeral Director
- Respect the shared workplace maintaining a clean tidy and safe working environment.
- Support other Funeral homes as required.

Customer

- To promote the Society by representing it in a positive manner at all times to clients and potential clients.
- To maintain the highest standard of dress and personal appearance at all times.
- To deal with client requests as appropriate client requests in a professional manner.
- Report all customer complaints to your Funeral Director