



Roving 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 Funerals, Fosters Funeral Directors, Scotmid Food, Semichem, Post Offices and Property Division, employing over 3000 people in Scotland, Northern Ireland and the North of England across nearly 300 retail outlets.

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. To learn more about the Society please visit www.scotmid.coop.

Scotmid Funeral Directors

As the largest Scottish funeral directors, with 39 offices across the central belt, we provide exceptional care to thousands of families every year operating under the Scotmid, Fosters, Thomas Brown, and Dundas Fyfe brands.

We're currently seeking a smart, dignified, and highly motivated individual to join our team of over 100 dedicated professionals as a Roving Funeral Arranger.

In this role, you'll maintain the highest level of professionalism, handle all communications with grace, and provide sensitive assistance to our clients.

Your ability to respect and respond to diverse religious and cultural expectations, along with your compassion for supporting bereaved families, will be essential.

The Role

As a Funeral Arranger with us, you'll engage with clients during incredibly emotive times, a role demanding significant skill and empathy.

Your involvement will span from the very first contact through to the funeral and beyond. This position requires not only impeccable interpersonal skills but also confidence and a solid understanding of client options.

No previous training or qualifications are required as comprehensive training will be provided. All we ask is that you bring a desire to learn and a passion for delivering outstanding client service.

We're incredibly proud of our Funeral Arrangers who serve as ambassadors within their local communities, often earning such respect that clients specifically request them by name - a testament to their dedication.

The Position

The successful candidate will be based at one of our Edinburgh offices but must be prepared to frequently cover other offices across Scotland's central belt. Therefore, a current, full UK driving license and access to your own transport are essential.

- To arrange funerals in a sensitive and dignified manner, following company guidelines.
- To assist in viewing 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, knowledge of Microsoft Word, Excel and Teams would be an advantage.



Conditions of Service

The main responsibilities are:

- £26,832. per annum - £13.76 per hour.
- Travel expenses when using your own vehicle.
- A full UK driving license and own transport are essential.
- 37.5 hours per week, Monday to Friday 9am to 5pm (occasional overtime may be required)
- Full training will be given, with an initial 8-week training course.
- Uniforms are 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 in working with us?

Please apply in writing including your CV and covering letter explaining why you are applying by email to:

DarrenGunn@scotmidfunerals.coop

Or by post to:

**Darren Gunn, Funeral Manager,
78-79 Angle Park Terrace, Edinburgh, EH11 2JP**

Learn more about Scotmid Funerals at
www.scotmidfunerals.coop

Funeral Arranger

Reporting to: Funeral Manager

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 refinement and improvements to your Funeral Manager

Operational Efficiency

- Work closely with your Funeral Manager 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 Manager
- 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 Manager including assisting with first calls as appropriate
- Attend training sessions as and when requested
- Maintain your assigned funeral office

Growth

- Actively support colleagues in achieving our strategic aims
- Work with Funeral Directors/Conductors and your Funeral and Logistics 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 your own personal reputation

Key Competencies

- Focus on client service
- Building and maintaining relationships with clients
- Respect for the deceased
- Presentation of self
- Communication
- Team working
- Attention to detail

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
- Personal behavior must always conform to company standards
- Develop and maintain close professional relationships with opinion formers
- Identify and liaise with appropriate local groups who may benefit from our support and educational program
- Participate in and support community events and activities
- Actively work with membership and community
- Self-management
- Problem solving
- Adaptability
- Sensitivity
- Managing emotion
- Offering choice
- 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 procedure

Learn more about Scotmid Funerals at
www.scotmidfunerals.coop