



REGENT FUNERAL SERVICES

Funeral Service Operative Grade E

Group: Local Environmental Services

Location: Various

Service: Waste Services and Grounds Maintenance

Line Manager: Neighbourhood Area Manager

Car User Status: N/A

Job Purpose

It is expected that you will transfer the deceased, prepare the coffin, clean and maintain the funeral vehicles, assist in preparing the deceased for viewings and funerals, as well as bearing the coffin and drive funeral vehicles on the day of the funeral. You will also assist with the efficient operation of the out of hours call out rota.

The key roles of this post will include:

1. Participation in "on call" rota to provide a 24hr on call service through the use of a rota system
2. Assist and carry out the identification, removal and transport of the deceased in a caring and compassionate manner
3. Preparation and bearing of the coffin
4. Drive funeral vehicles on the day of the funeral and clean and valet the funeral vehicles to ensure that they are ready for use
5. Assist the funeral director in all funeral duties required to fulfil the clients instruction
6. Assist the funeral directors in maintaining the business relationships with external parties such as clergy, florists and crematoria staff
7. Handling and recording of personal effects
8. Providing a dignified and graceful welcome to every client and dealing with bereaved families in a sensitive and calming manner
9. Presenting the deceased in the Chapel of Rest and compassionately dealing with visiting family when viewing deceased
10. To carry out other responsibilities associated which are appropriate to the grade of the post.

Essential

Knowledge of:

- Customer service

Qualification:

- Current Full UK driving licence
- Literacy and numeracy skills

Experience of:

- Working with minimum supervision
- The ability to organise workloads in order to meet deadlines
- Having the ability to solve practical problems
- Dealing sensitively with customers.
- Able to lift and carry coffins

Desirable

Knowledge of:
Gateshead Area

Qualification:

- NVQ2

Experience of:

- Working with public / customers
- Dealing with sensitive and distressing situations calmly and compassionately