

**HUNNABALL FAMILY FUNERAL GROUP
JOB DESCRIPTION**



POSITION: FUNERAL SERVICE OPERATIVE

HOURS: 8am – 4:30pm, Monday to Friday, with additional hours (evenings and weekends via the on-call rota)

REPORTING TO: GATE HOUSE MANAGER

ACCOUNTABLE TO: HEAD OF OPERATIONS

JOB SUMMARY:

To provide our clients with the highest possible level of service whether acting as a driver / bearer on funerals or a chauffeur on other occasions.

To assist in the removal and the care of the deceased within normal working hours.

To assist in the removal and the care of the deceased out of normal working hours.

To prepare coffins and caskets.

MAIN DUTIES:

- To drive all or any of the company vehicles as required in such a manner as laid down by the company, also to report any defects or damage to vehicles promptly.
- To drive hearses or limousines on funerals in such a manner as laid down by the company.
- To act as a bearer on funerals in such a manner as laid down by the company.
- To attend at the interment of cremated remains and if necessary prepare (dig) the plot and where required say the prayer of committal or similar.
- To assist with the removal of the deceased from hospitals, private address, nursing/care homes and other locations as required, in such a manner as laid down by the company.
- To take an active part in the out of hours removal rota (to collect the deceased outside normal working hours).
- To assist in the preparation and presentation of the deceased, in such a manner as laid down by the company.
- To prepare coffins / caskets, ashes caskets, marker crosses and to engrave name plates for same in such a manner as laid down by the company.
- To carryout routine vehicle checks before using a company vehicle on all occasions, to ensure the vehicle is road worthy and safe to use.

- To clean all or any of the company's vehicles as directed, whether driven by you or not. (All funeral vehicles to be cleaned by close of business on the day they are used).
- To take an active role in chauffeuring duties such as Weddings, Mayoral limousine, or private hire, in or out of normal working hours.
- To assist in cleaning the workshop, mortuary and garage areas as well as other areas as directed by management.
- To maintain a friendly, helpful and respectful manner in all dealings with clients, management and all colleagues.
- To deliver and collect documents as required in a speedy and efficient manner.

You will make yourself aware of and abide by the rules and codes of conduct laid down by the company, this is particularly important in the case of health and safety and fire procedures.

You will behave in a professional manner at all times and assist and co-operate with all other members of staff.

You are expected to maintain the highest standards of conduct, appearance and best practice within the company at all times. Whilst driving any funeral department vehicle all staff will wear their black jackets and ties, whilst on funerals chauffeur caps must be worn.

You are required to carryout any and all other duties as may be directed or specified by the management from time to time to assist in the smooth running of the business

Terms and conditions are as laid down in your contract of employment.