

## **Arthur C. Towner Ltd**

### **Job Description: Funeral Director**

**Job title:** Funeral Director  
**Reports to:** Operations Manager / Senior Funeral Director  
**Main purpose of job:** To arrange and conduct funerals and removals to ensure smooth running of the business of Arthur C Towner Ltd

	Duties	Expected Standards
1	To carry out the duties of a Funeral Director, supporting and advising clients.	The company has a professional and friendly approach to its clients and expects all staff to be courteous, empathetic and helpful.
2	Meet with families, executors, solicitors and representatives of the deceased to organise funerals, giving advice about options available and duties regarding registration of death	After training this will involve providing options, newspaper announcements, completing forms and arranging the funeral in every respect including conducting the funeral on the day.
3	Communicate with team members concerning the deceased, ensuring all necessary tasks are performed well to enable the company to complete the funeral efficiently and with dignity	This will involve ensuring all preparations are complete before the funeral and managing the team whilst the funeral is being carried out.
4	To liaise with doctors, mortuary staff, coroner's department, clergy, crematorium and cemetery authorities, gravediggers etc. to provide funeral information and co-ordinate the relevant parties	The role involves handling a considerable amount of information regarding the logistics of each funeral. <b>Attention to detail is essential</b> , as is the need for good note taking and following up of arrangements clearly and in writing.
5	To input funeral information on the company funeral administration system and to produce invoices as appropriate	Basic computer skills including Libre Office, Microsoft Word and Excel. Training will be given in the company's Osiris Funeral Management System.
6	To follow-up the disposal of cremation ashes and memorial sales.	To manage the ashes held by the company and to work with the Directors to ensure follow-up with families and representatives.
7	To participate in the out-of-hours telephone and removal rota, taking business calls from nursing homes and families about the removal of a deceased person to company premises, attending on call-outs to remove the deceased back to the chapel of rest and answering any enquiries.	1:6 week rota, involving evening and weekend cover one week in six but calls can be taken on a mobile phone. Saturday mornings can be quite busy answering telephone enquiries.
8	Any other relevant duties as agreed with the MD	

## ***Person Specification***

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	Essential	Desirable
Work Experience	Previous experience of working in an office environment and managing people, particularly in an emotionally charged environment.	Experience of working in a caring industry e.g. GP practice, health care setting etc.
Qualifications	A levels, business studies qualification or Funeral Directing qualification.	
Special Skills	Good attention to detail, excellent interpersonal skills, computer literate, good English grammar, spelling and punctuation. Legible handwriting.	European Computer Driving License
Personal Attributes	Dependable, persistent, good team worker and multi-tasker	
Other circumstances	Able to travel to Bexhill and Battle easily. Able to participate in on-call rota during unsocial hours	Own car and clean driving license