

Job Description
 Funeral Operative
 Arthur C. Towner Ltd

Job title	Funeral Operative
Department/Section	Operatives
Main purposes of job	<ul style="list-style-type: none"> • The highest possible level of care for the deceased. • Pall-bearing and driving on funerals. • Participating in the On Call rota.
Key tasks	<ul style="list-style-type: none"> • Vehicle cleaning and maintenance to the highest possible standard. • Removals of deceased according to policies and procedures with the highest level of care and dignity. • Preparation of deceased (excluding embalming) in line with policies and procedures. • Preparation of coffins. • Pall-bearing and driving on funerals. • Maintaining the working environment to sanitary standards. • Accurately update the computer systems with care information in a timely manor. • Prioritising workload effectively and proactively in order to support team workload and business operations. • Remain flexible to ongoing and daily changes within the day to day operation. • 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 where possible. • Attend regular training in relation to your role and health and safety. • Actively report near misses across the business. • Strictly adhere to GDPR laws.
Key results/objectives	<ul style="list-style-type: none"> • Proper care of deceased with dignity in line with policy. • Ensuring all work is executed with hygiene, infection control and cleanliness as a priority. • Vehicle cleaning and maintenance to an exceptional level. • Manage own time well and have a high level work ethic.
Responsible for staff/equipment	<ul style="list-style-type: none"> • All Arthur C. Towner Ltd equipment and machinery trusted to your care in the course of your employment.

Additional Duties	<ul style="list-style-type: none">• You are required to fulfil any reasonable request made by the company, for the business interests of Arthur C. Towner Ltd.
Reporting to	<ul style="list-style-type: none">• Operations Manager – Olly Toovey• Managing Director – Oliver Towner

I sign below to confirm understanding of the role and its responsibilities.

Employee signature: _____ Date: _____

Manager signature: _____ Date: _____