

Job Description
Funeral Director
Arthur C. Towner Ltd

Job title	Funeral Director
Department/Section	Funeral Director's
Main purposes of job	• To arrange and conduct funerals • To carry out removals
Key tasks	• To carry out the duties of a Funeral Director, supporting and advising clients. • To have an understanding of legislation in relation to role and GDPR. • Responsible for booking and conducting meetings with families, executors, solicitors and representatives of the deceased to organise funerals, giving advice about options available and duties regarding registration of death. • 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. • To liaise with (doctors) Medical Examiner / Medical Personnel, mortuary staff, coroner's department, clergy, crematorium and cemetery authorities, gravediggers etc. to provide funeral information and coordinate the relevant parties. • To input funeral information on the company funeral administration system, ensuring accurate and precise records are kept. • To produce accurate invoices with the assistance of Accounts Manager. • To follow-up the disposal of cremation ashes and memorial sales. • 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. • To liaise with the Graphic Designer on Service Sheets, and to review once completed and printed. • Proactive problem solving. • Prioritise and self manage a busy workflow. • Attend regular training in relation to your role and health and safety. • Actively report near misses across the business. • Strictly adhere to GDPR laws.

	To provide refreshments with company facilities for all your own MAs.
Key results/objectives	- To ensure smooth running of the business of Arthur C. Towner Ltd in relation to all funerals and removals allocated to your care. - Ensure high standards of care, dignity and respect of the deceased are maintained.
Responsible for staff/equipment	All Arthur C. Towner Ltd equipment, machinery and vehicles trusted to your care in the course of your employment.
Additional Duties	You are required to fulfil any reasonable request made by the company, for the business interests of Arthur C. Towner Ltd.
Reporting to	- Senior Funeral Director - Managing Director – Oliver Towner

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

Employee signature:_____ Date:_____

Manager signature:_____ Date:_____