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| **Job Title:** | Funeral Assistant | | |
| **Name:** |  | **Location:** | Chalk Farm |
| **Reports to:** | Foreman/Deputy Foreman | **Date started:** |  |

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| **Company Values:** | |
| **TRUST ⧫ EXCELLENT SERVICE ⧫ LIFE LONG LEARNING ⧫ DILIGENCE ⧫ SKILLS ⧫ DIGNITY** | |
| **Key Tasks:** | * Attend removals and funerals, as directed * Be responsible for money, property and other valuable items of the deceased * Carry out removals, on duty squad, for out of hours call outs * Fit coffins, where required * Drive, clean and maintain the vehicles * Carry coffins on shoulders or use trolley, as directed * Ensure that your appearance is always smart and clean |

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| **Key Skills (technical):** | * Good driving skills and awareness * Good understanding and management/supervision of Health & Safety requirements for all aspects of funeral service and the needs of the garage/workshop * Thorough understanding of requirements for funerals, repatriations etc |

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| **Key Skills (people):** | * To be sensitive with client and company confidential information * Professional and empathetic telephone manner * Good communication skills, internal and external * Work equally well as part of the team as you do as an individual * Excellent timekeeping and diary management * Familiarity with company ethos, procedures and policies |