

Job Description – Funeral Director

(Reports to the Funeral Operations Manager)

Main Responsibilities:

- Meet with families to discuss funeral service options, pricing and arrangements
- Plan and coordinate funeral, memorial, cremation and burial services
- Prepare and file legal documents such as death certificates, burial permits and cremation paperwork
- Liaising with the Coroner's office, hospital bereavement office and mortuary staff
- Arrange for the transportation of the deceased, including removal from the place of death
- Oversee & coordinate embalming, preparation, dressing and casketing
- Co-ordinate with officiants, crematoria, cemeteries, florist and other service providers
- Supervise and direct funeral services, ensuring smooth and respectful running
- Assist families with grief support resources and post-service follow-ups
- Maintain compliance with local regulations regarding funeral practices (e.g. CMA)
- Uphold professionalism at all times
- Maintain accurate records on Funeral Accounts Database (FAD), Office files and funeral diary
- Manage budgets and financial plans including invoicing and pre-arranged funeral plans
- Ensure everything runs smoothly and according to the family's wishes.
- Notify management of any issues or improvements
- Mandatory training for Golden Charter – 15hr per year
- Process bills and disbursement payments in a timely manner
- Preparation and assisting with mortuary work
- Attend training days, for bearers and Funeral Directors, to maintain service quality
- Taking "first calls" from relatives, friends, nursing homes etc., including out of hours
- Flexible working from both our Thornbury and Cam offices
- Organising and attending at ashes interments, including digging of ashes plots
- Arranging pre-paid funeral plans and adhering to regulations (e.g. FPA)
- Organising memorials and liaising with authorities
- Assist in maintaining a safe working environment
- Maintain the highest of standards of professionalism, dignity and respect to customers, clients and colleagues

- Answer the telephone, emails and digital channels of communication (e.g. WhatsApp) and put people in touch with the right person

Other Duties:

- Being on-call for out of hours, monitoring and answering the phone and/or attending to remove a deceased
- Bearing and driving duties
- Taking names of mourners attending funerals