



TOM OWEN AND SON
YOUR TRUSTED, FAMILY FUNERAL DIRECTORS

CASUAL FUNERAL OPERATIVE

At Tom Owen and Son Funeral Directors, we are dedicated to providing exceptional care, support and guidance to families during some of life's most challenging moments. Compassion, professionalism and respect are the cornerstone of our service, empowering families to create the funeral that they want. We are proud to foster a welcoming and inclusive environment, celebrating diversity and valuing the contributions of every team member.

Salary	£53 per call-out £60 per police call-out	Hours	On a rota basis, covering from 5pm until 9am
Reports to	Managing Director	Location	Main office, 11 Bodhyfryd Road, Llandudno, Conwy, LL30 2DT
Approved by	Tristan Owen	Date	6 December 2024

Job Purpose

As a Casual Funeral Operative, you will play a vital role in the practical and compassionate delivery of our services. You'll assist with our on-call duties during evenings and weekends, ensuring every family receives exceptional care and support when they need it most. While experience in the funeral industry is not required, we are looking for individuals who are keen to make a positive difference in their local community.

Duties and Responsibilities

- Attending private homes, care homes and the hospice alongside a full-time team member;
- Safely and respectfully bring people into our care out of hours;
- Support the coroner's work when required, including rota-based and family-request duties;
- Assist the team in bringing people into our care from local and national hospitals during office hours;
- Maintain company vehicles to a high standard, ensuring they are clean, well-stocked and ready for every call-out.

Working conditions

This flexible, casual role involves covering our out-of-hours service from 5pm to 9am on weekdays and rotational weekend shifts with the team.

Physical requirements

The role is physically demanding and requires the ability to lift and carry heavy weights in accordance with manual handling procedures. In some situations, such as narrow or restricted spaces, the use of a wheeled stretcher may not be possible.

Requirements

- Must be comfortable working in an environment where death, its associated odours, challenging sights, and other distressing elements may be regularly encountered.
- Demonstrates empathy, professionalism and composure at all times;
- Physically able to perform heavy lifting duties safely;
- Works effectively as part of a small team in a family business environment;
- Flexible with unpredictable call-out schedules and durations;
- Reliable, well-presented, and committed to high standards;
- Familiar with the local community;
- Dedicated to delivering exceptional customer service;
- Holds a full, valid UK driving licence.

What we offer

We are passionate about creating a supportive and inclusive workplace. In addition to being part of a compassionate team, the benefits include:

- An allowance for a shirt, suit, and shoes;
- A free uniform (fleece, tie and polo shirt);
- Flexible working arrangements on a casual basis.

We welcome applications from all backgrounds, regardless of age, gender, ethnicity, disability, sexuality, social background, religion, or faith.