



TOM OWEN AND SON
YOUR TRUSTED, FAMILY FUNERAL DIRECTORS

CASUAL FUNERAL SERVICE OPERATIVE

At Tom Owen and Son Funeral Directors we aim to provide the highest level of support and guidance for our clients through an often difficult and emotional time. Respect, professionalism and compassion are key to ensure we provide the best possible service to our clients. With our inclusive approach, we guide and empower families to have the funeral that they want.

Salary	£40 per funeral	Hours	As and when required. Opportunity to fit the role around your other commitments
Reports to	Managing Director	Location	Main office, 11 Bodhyfryd Road, Llandudno, Conwy, LL30 2DT

Job Purpose

As a Casual Funeral Service Operative, you will be at the heart of the practical side of our business. We expect you to consistently deliver the highest levels of service to the deceased and their families. You may be required to assist with our on-call rota at night and weekends.

Duties and Responsibilities

- Driving the limousine or hearse on the day of the funeral, following a planned route and timescale.
 - Alternatively, travelling to the funeral location ahead of the main party, to set-up for the event
- Assist the Funeral Directors with pre-funeral checks such as route planning.
- Provide an empathetic and professional chauffeur service when driving the limousine and at the funeral venue.
- Maintaining the fleet; working under the direction of the fleet manager, to ensure the vehicles are cleaned ahead of every funeral.
- Carry the coffin during funeral services into the church, crematorium and by the graveside.
 - This includes shoulder and waist carrying plus lowering the coffin into the grave.
- Respectfully deal with any floral tributes, flags and drapes, and other personal items.
- Occasional out-of-hours call outs and office hours, such as for a client to visit our chapel of rest.

Working conditions

You may be required to work at a range of venues across North Wales with some funeral services being outdoors. There may be occasional evening and weekend work if you wish to assist with call outs. The majority of funeral locations are within close proximity (20 minute drive) to our premises.

Physical requirements

This role is a physically demanding job where you may be required to stand for extended periods of time during a funeral service. For example, you will be expected to carry the coffin into the funeral service alongside the team and assist in getting the coffin in and out of the hearse. For the out of hours and weekends call outs, you will be expected to assist in lifting and carrying in a variety of locations, where use of the stretcher may not be possible.

Requirements

- A caring and professional manner at all times
- Good communication skills
- The role will involve heavy lifting duties
- Teamwork – as a small family business we often rely on each other to achieve what is necessary
- Flexibility – the number of funerals varies from week to week as does the time and length of each
- Pride in your appearance
- Full valid driving licence

We are passionate about creating a truly inclusive workplace that promotes diversity and values the contributions of all of our employees. We encourage applications from all regardless of age, gender, ethnicity, disability, sexuality, social background, religion or faith.

Approved by	Tristan Owen	Date approved	23 November 2022
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Registered Office: 11 Bodhyfryd Road, Llandudno, Conwy. LL30 2DT
Company Registration No: 763884

