



## Arka Original Funerals

### FUNERAL ARRANGER AND SUPPORT VACANCY

Full Time 24 hours per week over 3 days.

Permanent (after passing a 6 month probationary period)

Salary after probation £16,848 (pro rata from a full time salary of £28,080)

Probation salary £15,600 (pro rata from a full time salary of £26,000)

Arka Original Funerals is a vibrant, modern funeral directors. We specialise in bespoke, beautiful funerals. Working with a wide range of clients in the Sussex area we support people to make the right choices for them and their friends and family when someone dies. We can arrange and support highly formal religious ceremonies through to the most unique events and direct cremation.

We now need to recruit a part time funeral arranger to support the business in our day to day operations.

We are looking for a self-motivated, confident individual who shares our passion for choice and quality of service. You will need to be calm, respectful and organised. We are looking for someone who has good attention to detail, the person in this role will need to notice the small details that contribute to our high standards of presentation. The role is a hybrid from the traditional role of Funeral Arranger, we would like to employ someone who can support families to arrange funerals but also support practically on the day of the funeral and get involved in the practical day to day operational side of things. For this reason you will also need to be physically strong (our test would be to lift a 11 stone person up or downstairs on a stretcher with one other person). You will be involved in all practical aspects of our work and for that reason need to be entirely and intrinsically trustworthy and respectful.

The working days will normally be our office opening hours but this can and will vary in this role and you will also be on-call for one week in five (additional payments are made for being on-call and if you are called out). We welcome applications from people with or without previous experience.

Please see the attached job description and person specification for further details. If you are interested in applying for this role please send your CV and covering letter to Sarah Clarke-Kent, Arka Original Funerals, 136 Islingword Road, Brighton BN2 9SH or email to [sarah@arkafunerals.co.uk](mailto:sarah@arkafunerals.co.uk). Closing date Friday 30<sup>th</sup> October 2022 5pm. 1<sup>st</sup> round interviews are scheduled for Thursday 10<sup>th</sup> November 2022.

If you haven't heard back from us by this date please assume that on this occasion you have been unsuccessful. Thank you for your interest in this role and in Arka Original Funerals.

## **Job Description**

### **Funeral Arranger and Support**

The details of the roles and tasks of this role are listed below, ARKA Original Funerals reserves the right to alter and amend the tasks required as per the requirements of the business.

This role within Arka spans both the starting point of talking to potential customers, arranging funerals right through to supporting funerals practically when required. The successful candidate will need to offer excellent customer service, be a good listener and organiser. The main focus will be around arranging funerals but also being part of the team supporting funerals on the day when required.

This is an excellent opportunity for someone to use their skills to support families at every stage of the funeral but also gain really valuable experience in the important work that we do at Arka.

#### **Terms and Conditions:**

This role is currently 3 days per week, you will work an 8 hour day which will be worked normally between 8am – 6pm. Occasionally you may be required to work evenings and weekends as part of your normal working hours or we will pay an additional payment for these hours if they fall outside of your working hours.

When the person is fully trained they will take part in the on call rota which operates outside of normal working hours. This is a permanent role but you will be on a probationary period for the first 6 months, during this period we reserve the right to terminate your contract with one week's notice.

Starting salary £15,600

Salary £16,848 after successfully completing 6 months probationary period.

Annual leave 120 hour per year

Plus pro rata bank holidays

### **Funeral Arranging**

- Meet and greet customers in a friendly, efficient and compassionate manner
- At all times dealing with our customers in a polite, respectful manner and not discriminating against anyone on the basis of their age, disability, gender, or gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation
- To communicate effectively with colleagues, friends and families of the bereaved and other professionals in a timely manner using electronic systems as well as paper means and by telephone
- To accurately complete the paperwork involved in organising a funeral in an efficient, timely manner and ensuring that this is sent or taken to the correct bereavement services team
- To use our email and electronic diary system effectively.
- To ensure that the ARKA premises are kept tidy and clean and to participate in cleaning as and when necessary
- To participate in arranging shop windows when required
- To process donations in a timely and accurate manner
- To manage time to ensure that all tasks are completed in an efficient way and to communicate clearly with colleagues if anything is not able to be done when planned
- To liaise with celebrants, ministers, medical professionals and any other individuals to ensure that the arrangements for a funeral are managed effectively and professionally
- To ensure that personal presentation is appropriate to meet and greet customers

- To adhere to data protection legislation by protecting the personal data of our clients and other ARKA staff
- To attend funeral ceremonies on behalf of ARKA as and when required
- Ordering and receiving goods in relation to funeral arrangements, this could be coffins, urns or other items
- Reporting any problems or difficulties to a senior member of staff in a timely manner and when possible to try to resolve any difficulties as they arise
- To maintain professional boundaries between funeral work and other forms of work performed outside of Arka
- To use ARKA equipment in a safe and responsible manner
- To drive ARKA vehicles safely and in line with road legislation either on the day of a funeral or at other times as directed by the funeral director
- To ensure the security of our vehicles and premises at all times and ensuring that they are locked when leaving.

### **Practical Support for Funerals**

- To provide assistance to the managers of Arka in providing funeral support to our customers both in providing practical 'behind the scenes' help as well as on the day of a funeral
- To help in the organisation of a funeral in terms of getting ready for the funeral on the day, i.e. cleaning cars, getting our equipment together, organising music, service sheets etc so that everything is ready on time
- Preparing the deceased in time for friends and family to come and sit with them, this will include washing and dressing of the deceased person as and when required
- Being responsible for playing music at funerals and handing out service sheets and providing general help when required
- Assist in pall bearing duties at various locations including crematoria, burial grounds, from private homes and churches
- To assist in collecting the deceased from various locations including nursing homes, hospices, hospitals as well as private homes
- Taking part in an on-call rota for collections which covers from 5pm – 9am Monday to Friday and 5pm Friday to 9am Monday, an additional payment is made for being on call and additionally if you are called out during these times
- Working occasionally at the weekend, additional payment is made for extra hours worked or this can be worked as part of your normal working hours
- Any other reasonable tasks in keeping with the Funeral Arranger and Support's role as requested by the managers.

### **Person Specification**

## Funeral Arranger and Support

- Ability to demonstrate strong interpersonal communication skills
- Experience of working in a small business
- Competent in MS Office products (specifically word, excel and outlook)
- Efficient in email and internet applications
- Demonstrate problem solving and people skills
- Be skilled in inspiring people to be creative as well as managing people's expectations around funeral arrangements
- Be able to liaise effectively and confidently with partner organisations i.e. coroners officers, mortuaries, suppliers etc.
- Have a good knowledge of religious and spiritual practices around funerals
- High level attention to detail
- Proven oral and written skills; diplomatic, concise, excellent grammar
- have experience of working in a customer service role with the public
- have a calm, confident demeanour in communicating with the public and other members of the team
- be organised in terms of general cleaning of buildings and upholding good standards of cleanliness around office and back office areas
- be clean and tidy in their personal appearance
- be reliable and on time, every time
- Be able to deputise for the funeral director as and when necessary (eg when arriving ahead of the FD at the funeral or when supporting more simple funeral arrangements)
- have a clean driving licence
- live within a 30 minute commute of central Brighton to enable the on-call rota to function smoothly
- be strong enough to lift an 11 stone person downstairs on a stretcher with one other person and have a general level of physical fitness.