

F C DOUCH & SON (FUNERALS) LTD
OUTLINE JOB DESCRIPTION

Job Title:	Funeral Director
Reports to:	Branch Manager
Location:	Douch Family Funeral Directors (Ferndown / Parkstone)
Purpose:	To manage and coordinate all aspects of funeral services, ensuring compassionate support for families and efficient operations within the branch.
Hours:	40 hours per week

FUNERAL DIRECTOR
KEY Responsibilities

- Meet with clients to discuss funeral arrangements, providing empathetic guidance and support.
- Take detailed information from relatives or friends of the deceased person.
- Arranging transportation of the deceased person in to our care, completing all necessary legal documentation.
- Coordinate with churches, cemeteries, crematoriums, and other service providers to ensure seamless funeral services.
- Oversee the organisation of transportation, coffin selection, floral arrangements, and catering venues.
- Manage administrative tasks, including paperwork and coordinating with other departments.
- Place death notices online or in local/national newspapers.
- Arranging and designing Order of Service sheets.
- Liasing with GP's, as well as completing any necessary documentation.
- Arrange visits to the Chapel of Rest.
- Handle floral tributes and charitable donations.
- Liase with our team of Bearers and Drivers to ensure smooth operations.
- Oversee funeral services ensuring they are conducted professionally and respectfully.
- Providing the necessary aftercare following the funeral service.
- Advice clients of memorial types compliant with local regulations.
- Supply written estimates for memorials and order them from suppliers, making the necessary application to the relevant authorities for permission to erect memorials.
- Assist with the arrangements for the interment or scattering of ashes.
- To be a member of the 'On-Call' Rota, to include 24-hour coverage as needed.
- Provide information and sell our company pre-paid funeral plans (FPA accreditation training will be given).
- Build relationships within the community to enhance the company's profile.
- Cover other duties within the branch as required, including administrative duties, bearing, driving vehicles, attending first calls, workshop, garage and mortuary duties and working from our Ives and Shand branch in Parkstone.

To read and refer to the Employee Manual and H&S Manual for more detail on rules and procedures.

Note:

This job description focuses on the most important aspects of the role. It is not an exhaustive list of all duties, and other tasks may be assigned as needed.