

A Natural Undertaking Limited

A Natural Undertaking is a modern, independent, award winning funeral directors based in Kings Heath, Birmingham. Since we started in 2014 we've built a business that truly embraces change - that supports families to do whatever they need to do when someone dies.

Mortuary and Funeral Assistant

At A Natural Undertaking we are committed to making sure that people are able to arrange funerals that are personal and meaningful. We know that this is not just about the day of the funeral - a lot of work happens between death and funeral to ensure that friends and family feel supported and empowered to make the right decisions.

We are looking for a new team member to help us deliver an excellent service.

This is not a desk based role - it is a role which requires mental and physical strength. You will be meeting families at some of the worst times in their lives and supporting the team at A Natural Undertaking to put everything in place to ensure that the person is cared for and the funeral runs smoothly. On any given day you may find yourself for example, washing a car then dressing someone in preparation for a family visit, moving coffins around and then mopping the floors.

Purpose of Role: To support the directors and staff of A Natural Undertaking in caring for people who have died and in preparing for and carrying out their funerals in the best way possible. To act as a representative of the Company.

Reports to: The Directors

Reportees: May be required to brief and supervise external contractors/other staff on occasion on behalf of the Directors.

Hours: 37.5 hours per week. 8.30-4.30pm (with some flexibility according to the needs of the business). One weekend in four, and one weeknight you will be expected to be part of the on call rota.

Pay: Salary £24,750 pa rising to £25,250 pa after a successful six month probationary period. Out of hours call outs paid at £30 (weekday) /£40 (weekend)

Location: Mainly based at: A Natural Undertaking, 290 Vicarage Road, Kings Heath, Birmingham B14 7NH, but with a requirement to travel to and work from our other premises 1340 Stratford Rd, Hall Green, B28 9EH. You must be able to get to our Vicarage Rd premises within 30 minutes. Travel around the West Midlands (and occasionally further afield) when required.

You must be 21 or over to apply for this position.

Job Description

The Mortuary and Funeral Assistant will help us with the following tasks and responsibilities.

- Mortuary work
 - Collecting those who have died (using our vehicles) and bringing them into our care
 - Preparing, washing and dressing those who have died, or helping families to wash and dress if they wish.
 - Preparing our physical spaces for family visits and welcoming those families into our premises.
 - Ensuring our mortuary and the work within it adheres to our own policies and external codes of practice
 - Ensuring mortuary register, records and whiteboards are up to date and accurate, Funeral Management System records to be updated as appropriate
 - Ensuring the mortuary is kept clean and tidy at all times
 - Booking in and checking coffins on arrival for quality and nameplate accuracy.
 - Communicating stock levels and ordering requirements for mortuary consumables
 - Managing and splitting ashes and maintaining the ashes register

- Funeral support - You will play a crucial support role on the day of the funeral:
 - Representing A Natural Undertaking
 - Carrying the coffin, or instructing and supporting family or friends to do so
 - Driving our electric hearses
 - Being responsible for the smooth running of the practical aspects of the funeral
 - Collecting coffins and / or ashes as required

- Out of Hours support
 - You will be part of our on-call rota. We are available 24 hours to collect those who have died. This may be from their home, a care home or other environment.

- Cleaning and tidying
 - Ensuring external and internal areas of 290 Vicarage Rd and 1340 Stratford Rd are kept clean and tidy at all times
 - Communicating stock levels for general cleaning products as necessary
 - Washing sheets, towels, scrubs and other items to ensure an available supply at all times
 - Car cleaning and basic maintenance of vehicles

Training and Development:

- Full training will be given and support and guidance wherever needed.

Qualifications and Experience:

- An excellent team player
- A belief in the ethos and values of A Natural Undertaking
- A flexible approach to the work that needs doing
- A fastidious approach to detail; this role is required to maintain the mortuary register, individual mortuary records, whiteboards and key elements of information on our online management system.
- Able to lift, carry and dress the dead, and use mortuary equipment and carry coffins.
- A friendly and confident communicator, able to adjust to a range of potentially sensitive situations.
- Be clean and tidy, taking pride in your personal appearance.
- Be reliable and on time, every time.
- An interest in vehicles and vehicle maintenance would be useful
- Able and willing to drive, in possession of a full, clean driving licence.
- A willingness to work flexibly, occasional weekends and early morning starts.
- A valid full UK driving licence (automatic and manual)
- A right to work in the UK.

This role profile is not exhaustive. It will be subject to periodic review and may be amended to meet the changing needs of the business. The post holder will be expected to participate in this process and A Natural Undertaking would aim to reach agreement to the changes.

Application Process

Please send us your CV and a covering letter explaining why you are interested in this role and how your skills and experiences will enable you to work well in our team. Please email them to: info@anaturalundertaking.co.uk

If successful, the next stage will be to have a brief chat over the phone to tell us a bit more about yourself and find out more about the role. If it feels like a good fit we will then invite you to spend some time with us to experience the role fully. This time will be paid. If the time spent with us is successful we will invite you to a final interview with the directors.