

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.

Casual On-call Support

We are looking for strong and responsible people, who would like to help us with our out of hours work. We want to be able to offer a service to families which enables them to call us at any time for advice and support when someone dies. Sometimes, this means that we will need to go out to people's homes, care and nursing homes to collect the person who has died, and bring them into our care at 290 Vicarage Road.

You'd need to be available as part of our out of hours team to help when people who have died at home or in a care home need to be brought into our care.

We need flexible, responsible and strong people who are happy and able to help out at nights and weekends.

This role is ideal for someone recently retired but still full of energy who would like to be involved in emotionally rewarding work. Or maybe you work at the moment, but are happy to support us on a casual basis by making yourself available some evenings and weekends.

We realise this work is unusual and won't be for everyone. Before we bring you on board, we will make sure it's a good fit for you and for us. Once you are part of the team, full training will be given.

Job Description

Purpose of Role:

To support the Directors and staff of A Natural Undertaking with the collection of the person who has died from their homes, care homes and other locations as part of an on-call rota.

There may also be the opportunity to support on the day of the funeral with driving and carrying coffins. To act as a representative of the Company.

Reports to: The Directors, Undertaker and Assistant Undertaker

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

Location: 290 Vicarage Road, Kings Heath, Birmingham B14 7NH. Travel around the West Midlands (and occasionally further afield) when required.

Main Duties and Responsibilities:

- Collecting and caring for the dead as part of an out of hours on call rota.
- Assisting at funerals including- driving the hearse or other cars, coffin bearing, supporting the family, liaising with cemetery and crematorium staff, instructing external contractors.

- Representing the company to families, the public and the industry.

Hours

- This is a zero hours contract.
- You will need to be available between 5pm and 8am weekdays and all day/night at weekends to potentially take a call out (collection)
- There may be other hours available during the daytime, depending on the needs of the business, but there is no obligation on you to accept unless you have agreed rota'd hours.
- On Call rotas will be decided and agreed at least a month in advance

Pay (as at Aug 2026)

- £20 per on call session
- £30 per call out (Monday- Thursday)
- £40 per call out (Weekends and bank holidays)
- £12.71 per hour for working hours duties

Training and Development:

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

Person Specification:

- An excellent team player
- A belief in the ethos and values of A Natural Undertaking
- A Flexible approach to the work that needs doing
- Active and physically fit- 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 in their personal appearance.
- Be reliable and on time, every time.
- Able and willing to drive, in possession of a full, clean driving license to drive both manual and automatic vehicles.
- A willingness to work flexibly, particularly occasional weekends and early morning starts.
- Live within a 30 minute drive of 290 Vicarage Road, Kings Heath B14 7NH

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.