

# Poppy's

## On The Day Funeral Director

**Reports to:** Client and Operations Lead & Senior Funeral Director

**Location:** Tooting, but responsibilities will require activities to be undertaken out of the office across Greater London

**Remuneration:** £125 per funeral. Where a funeral takes longer than 3 hours from leaving Poppy's HQ we will pay £25 per additional hour.

**The role:** This is not a full-time role, it is a freelance position. Many of our current On the Day Funeral Directors fit this around other freelance work. Shifts offered usually take place on Monday - Friday daytimes, usually offered with one to three weeks' notice.

At Poppy's we are on a mission to give people the funeral they want, need and can feel proud of. We prioritise choice, flexibility and access to information, ensuring our clients are empowered to make the decisions that are right for them. We believe a meaningful funeral can be immensely powerful and we'll do everything we can to make this happen.

We have recognised our need to have some people we can call on as brilliant Funeral Directors who will lead the funeral on the day. The 'on the day' Funeral Directors will be the faces and voices of Poppy's for the families and friends of the people whose funerals they will lead, so we want them to be confident in embodying our values and supporting our clients to have meaningful funerals in whatever form they take.

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### **Main purpose and scope of the job:**

- To lead funerals on the day, delivering a meaningful funeral and leading a team
- To liaise with a Funeral Director or a Client Support Advisor before the funeral ensuring you are fully briefed, and the funeral runs smoothly
- To liaise with the family to ensure the process feels seamless to them and they are utterly confident that the day will unfold as they expect
- To ensure the Funeral Director or Client Support Advisor receive a full report on how the day went so they can check in with the client afterwards
- To maintain and develop Poppy's impressive reputation with clients, stakeholders and the public

### **Key responsibilities:**

- Reading the report about the funeral sent by the Client Support Advisor /Funeral Director
- Using the briefing phone call/Zoom meeting with the Client Support Advisor /Funeral Director to fully understand everything that will be needed on the day. We will share

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appropriate notes about the running order of the day, addresses, necessary contact details, restrictions in place at the specific crem/cem, any red flags etc

- Calling the client either the day before the funeral or at a mutually beneficial time. The call will be to introduce yourself, run through the details of the funeral and see if they have any questions.
  - Delivering a meaningful funeral and leading the team on the day. This will involve checking out the person who has died, overseeing them being placed in the vehicle, briefing the team about the day, leading the team during the funeral and making sure the family know Poppy's will be back in touch in the next couple of days after the service.
  - Following up with Poppy's HQ the day after or next working day over Zoom or phone.
  - Adhere to Poppy's GDPR and data protection policies regarding the clients we support and people in our care.
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## **This role needs someone who is great at:**

- delivering smooth-running events, whether simple or complex
  - delivering excellent, personal client service and exceeding expectations
  - quickly building personal relationships with clients
  - listening and empathising, having a confident and mature approach
  - leading a team with confidence and clarity
  - supporting colleagues and working cooperatively as a team
  - communicating clearly and confidently
  - prioritising work, managing time and multi-tasking
  - being organised, with great attention to detail
  - learning quickly — this is a fast-paced environment and you will have a short time to grasp everything you need to know about the day
  - staying positive, grounded, calm and unflappable under pressure.
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## **Justice, equity, diversity and inclusion**

We are passionate about creating a work environment that truly reflects the diversity and difference in lived experiences. We encourage applications from people underrepresented in the funeral sector, such as people of colour, those with disabilities and people of all gender identities. We are fully committed to running a recruitment process which underlines our commitment to inclusion, diversity and racial justice. What that means for our recruitment process:

- A broad search, reaching out through as many different channels as we can.
- An anonymous equality, diversity, and inclusion monitoring form, which we use to monitor our progress in attracting and appointing candidates from underrepresented communities.
- A selection process based on values and competencies, not exclusively on experience.

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We want to support those with additional needs and are fully committed to make any reasonable adjustments so that everyone can apply for this role. Please let us know if you need additional support as part of this recruitment process.

## How to apply

Applications close on **Monday 23<sup>rd</sup> September at 9am.**

To apply, please do three things:

1) **Complete an online application form** which you can access through [this link](#), or by scanning this QR code:



The form will ask you to respond to the following questions, using a maximum of 500 words for each answer:

- What skills and experience would you like to highlight that you would bring to the role?
- Why are you interested in the role and what do you hope to gain from it?
- How would your friends and colleagues describe you? Include what they would say were your superpowers and how they would say you were still developing.

2) **Please email your CV to [team@poppysfunerals.co.uk](mailto:team@poppysfunerals.co.uk).**

Please note, we cannot consider applications that do not include a CV.

3) **We also ask that you complete an anonymous diversity and inclusion survey.**

The information contained in the questionnaire is confidential and will be used for monitoring purposes only. It won't be seen by anyone involved in the selection process and will enable us to monitor how we are doing against our diversity and inclusion commitments.

You can fill in the form here or via this URL: <https://forms.office.com/e/2gbX4fJTyu>

If you have any questions, or wish to arrange a chat with us before completing your application form, please email [team@poppysfunerals.co.uk](mailto:team@poppysfunerals.co.uk)

Successful candidates will be invited to an **interview during the week commencing 30th September.**

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