

# Job Vacancy

*April 2023*



Full time Funeral  
Operative &  
Conductor

# Job Specification

## Full Time Funeral Operative and Conductor

(1 FTE – 5 days per week)

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### JOB DESCRIPTION

#### Background

N. S. Wibberley Funerals was established in 2018 by Nicholas Wibberley, an experienced funeral professional in South London. The company prides itself on excellent funeral services and holds itself to the highest possible standards. Started originally as an online funeral service, NSW Funerals has grown in the past 4 years to an established and locally respected traditional funeral company, operating out of two funeral homes in South London and North Kent. We employ several staff, including funeral administrators in both branches, and a recently appointed funeral apprentice. Nicholas Wibberley has always been the 'standard bearer' for the funeral brand, conducting all the funerals and trying to work directly and personally with every family. However, the company has now reached a size where Nicholas is often not able to be at every funeral. We are appointing a new role of funeral operative to assist the team in the operational work which goes into every funeral, and to conduct the funeral which Nicholas is no longer able to conduct personally.

#### The Purpose & Role

Based across our two branches, the funeral operative/conductor will be responsible for working with the managing director and operations co-ordinator to ensure the funerals and general funeral operations are carried out to the highest possible standard. The main duties will include:

- Driving the private ambulance and collecting deceased persons from their place of death or local hospital/coroner mortuary.
- Assisting in the mortuary with the dressing and general preparation of the deceased (including encoffining).
- Transferring deceased from our Beckenham mortuary to our Catford branch ahead of chapel visits.
- Conducting funerals (funeral conducting will be split between post holder and Nicholas Wibberley).
- Occasional other ceremonial funeral work (such as vehicle driving or pallbearing).
- Occasional cover of funeral branch if the branch team are not available, to ensure continuity for our bereaved clients.
- Other operational funeral work as needed by the business.

### TERMS OF APPOINTMENT

<i>Title:</i>	Funeral Operative & Conductor
<i>Reports to:</i>	CEO / other company directors.
<i>Payments:</i>	£24,000 per annum

#### Important Terms

- Annual leave will be worked out on equivalent of 21 day p.a. for full time staff (plus bank holidays)
- A four-month probation period will apply
- Any job offers will be subject to receipt of satisfactory references

## PERSON SPECIFICATION

We are seeking a reliable and experienced funeral professional, with a proven track record of work of a funeral operative and ceremonial duties of a funeral conductor. We seek someone who has already learned their craft, and wished to apply their skills and experiences to small family-run local funeral service where every clients is known by name and face, and every family knows each member of our team.

We are looking to appoint people who understand and care about the importance of our work. We are looking for people who care about excellent client and customer service, and who are passionate about caring for people at the worst time of their lives. We are seeking well-motivated workers, problem solvers and team players. We are a small family-oriented team and would like to have a good rapport with all our staff, so good manners and a good sense of humour are also important.

Above all, it is important that workers in the funeral industry are relatable and trustworthy people, so our clients can feel at ease and trust that we keep to our promises and really care about our work. For this role, prior experience in the funeral industry as a funeral operative is essential.

*N.B. It is important to note that all roles at N. S. Wibberley Funerals Ltd require regular contact with the deceased on a regular basis, therefore thought should be given to this by any potential employees.*

Desirable Qualities	Essential Qualities
<ul style="list-style-type: none"><li>• Experience conducting funerals.</li><li>• Experience in a branch-based funeral role (arranging funerals)</li><li>• NAFD/LAFD qualifications in the funeral industry.</li><li>• Educated to A-level or equivalent.</li><li>• Good computer skills.</li><li>• Experience using a digital FMS software.</li><li>• Experience working in customer services or similar role.</li></ul>	<ul style="list-style-type: none"><li>• At least one year's experience as a funeral operative.</li><li>• Experience working with the deceased in a funeral branch / chapel of rest setting.</li><li>• Experience in dealing with bereaved people.</li><li>• Good manners, and well presented.</li><li>• Excellent client care and service.</li><li>• Trustworthy and reliable.</li><li>• Excellent communication skills.</li></ul>

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## MORE INFORMATION ABOUT US:

[www.nswfunerals.com/about](http://www.nswfunerals.com/about)

[www.nswfunerals.com/team](http://www.nswfunerals.com/team)

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## HOW TO APPLY

Please fill out our short online application form here:

<https://forms.gle/xfbYeGKWccJ6r1QT9>

*Interviews will be held as applications arrive, and an offer will be made when we find the right candidate, therefore early applications are encouraged.*