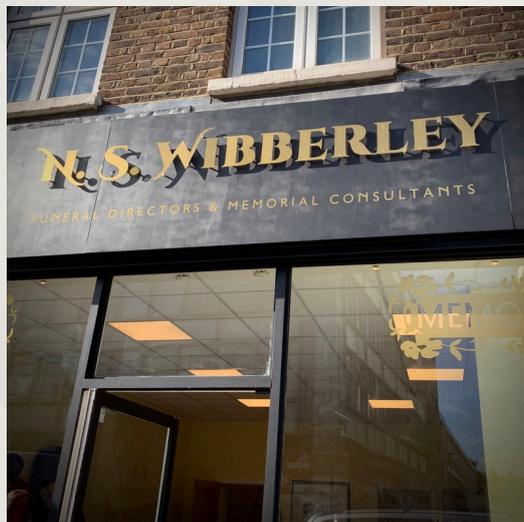




Job Description

Funeral Manager

MARCH 2026 | FULL TIME | £29,000 PA (STARTING)



“MOST COMPASSIONATE FUNERAL DIRECTOR
IN THE SOUTH OF ENGLAND”

-UK Enterprise Awards

JOB TITLE	Funeral Manager
REPORTS TO	CEO/Owner & Company directors
START DATE	As soon as possible, taking into account notice period and legal checks.

ABOUT N. S. W. FUNERALS

N. S. Wibberley Funerals was founded in 2018 with a singular ambition: to bring a sense of personal, bespoke care to the funerals in our local community. As a family-run independent with branches in Catford and Beckenham, we don't answer to distant shareholders or a corporate template; we answer to the families who trust us during their most difficult days. We know that every funeral should be as unique as the life it honours, and that requires a team that treats every detail with the same level of sanctity and respect.

Because we are a small, dedicated team, our roles don't fit into neat & rigid boxes. We operate as a collective where the hierarchy is secondary to the quality of care we provide. We are looking for a Funeral Manager who understands that in a family business, we are all "all-rounders." We are looking for a partner in our mission – someone who sees the value in conducting a beautiful service, but who also takes pride in the meticulous behind-the-scenes logistics and the hands-on care of the deceased.

As we continue to grow within our local community, our vision is to remain the most compassionate and reliable choice for bereaved families. To achieve this, we need a colleague who understands that their presence is often the anchor for a family in grief. You aren't just an employee here; you are a guardian of our reputation and a vital thread in the fabric of the community we serve.

THE INDIVIDUAL: WHO ARE YOU?

The "right" person for this role is someone who thrives on autonomy and finds satisfaction in ownership. Unlike larger firms where you might wait for "garage orders," a fixed worksheet, or a directive from managers above, we want someone who treats the business as if it were their own. You should be someone who looks at a problem and sees a solution, rather than waiting for permission to act.

You are a "self-starter" by nature, with a professional engine that doesn't require constant refuelling from management. You'll find that our workload has natural peaks and troughs; when we are busy, you are the calm eye of the storm, coordinating complex logistics with a steady hand. However, the true test of this role is how you handle the "troughs." When things are quieter, you aren't someone who waits to be told what to do or simply waits for the phone to ring.

THE INDIVIDUAL (CONTINUED)

Instead, you use that quiet time to look both outward and inward. In collaboration with our directors, you might use your initiative to start a new community outreach project, refine our internal mortuary processes, or check in with local stakeholders to strengthen our professional ties. You are motivated by a genuine desire to stay focused on the overall work of the team and the long-term health of the company. If you prefer a job where every hour of your day is mapped out for you by someone else, this likely isn't the role for you – but if you love the freedom to lead and the responsibility that comes with it, along with a genuine personal desire for accompanying bereaved families, you will flourish here.

THE ROLE: PRACTICALITY & PRESENCE

1. Logistics & Operational Oversight

- **Logistics Coordination:** You will be the bridge between our Branch Managers (Arrangers) and the physical execution of the service. You'll oversee the funeral diary, book vehicles and bearers, and plan precise routes.
- **Family Liaison:** You will regularly call or meet families to confirm logistical details, ensuring they feel supported and informed throughout.

2. Conducting & Funeral Leadership

- **Funeral Director:** You will act as the lead Funeral Director on the day of the service for most of our funerals. This requires proven experience in funeral conducting and the ability to manage the day of the funeral with dignity, clarity and finesse.

3. Mortuary Care & Collections

- **Hands-on Care:** Working alongside our Branch Manager at the Beckenham mortuary, you will oversee the care of the deceased. This will include dressing as well as "first offices," and encoffining. (Training will be provided where needed.)
- **Collections:** This will also include using our private ambulance/hearse for collections of deceased persons from local hospitals or coroners including, where appropriate, on your own (using a 'one-person' stretcher).

ESSENTIAL REQUIREMENTS

- **Proven Industry Experience:** Significant, verifiable experience as both a Funeral Conductor and either an Operative or an Arranger.
- **Exceptional Communication:** High-quality customer service skills across person-to-person, phone, and email. You must be able to communicate compassionately and clearly.
- **Physical Capability:** You must be comfortable and able to perform collections and mortuary duties, including 'one-person stretcher' work.
- **Logistical Mindset:** Experience in diary coordination and a natural knack for organisation.
- **Licensing:** Full UK driving licence

BENEFITS

- Starting salary of £29,000 per annum, reviewable annually.
- Competitive and flexible leave allowance.
- Company pension scheme.
- Support with continuing professional development (CPD) opportunities.
- A supportive and friendly family-oriented team of like-minded funeral professionals.
- A rare industry benefit of no on-call or out-of-hours work.

HOW TO APPLY



Please fill out our application form here:

<https://forms.gle/DCt3drYhxPPmLBns8>

or by scanning this QR code.

The form has a series of questions to enable you to show how you fit the role and person specifications we are looking for.

We are looking for the "perfect fit" and will appoint as soon as we find them. Early application is highly encouraged.

WE LOOK FORWARD TO HEARING FROM YOU!