

## **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.

### **We are looking to continue to grow our team.**

We are looking for a self motivated and flexible individual who shares our passion for choice, excellent service and the changing nature of funerals in the 21<sup>st</sup> Century.

We don't need you to have had experience in the funeral business. We do need you to feel confident about supporting people through one of the most difficult and emotional times of their lives.

The environment can be pressured, with lots of responsibility- and often as part of a small team it can be quite intense. But for the right person this job is an opportunity to work in a creative, supportive environment at a time of immense and exciting change.

**Starting salary £23,000 (37.5 hours a week)**

**After 6 month probation and review £24,000 (37.5.hours a week)**

### **Working hours:**

25 days annual leave

**Role Title:** Undertaker

**Purpose of Role:** To support the Directors and staff of A Natural Undertaking Limited with the planning and running of funerals and associated services. To act as a representative of the Company.

**Reports to:** The Directors

**Reportees:** Will be required to brief and supervise external contractors/other staff.

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

Initially most admin work will be required to be completed from your home. Our plan is to extend our office space within the next 12 months and so at that point home working will not be required. COVID permitting.

**Main Duties and Responsibilities will include:**

- Meeting families at our premises or at other locations or online and making all arrangements for funerals.
- Responsibility for leading funerals on the day and all follow up support. This may include driving the hearse or other cars, coffin bearing, supporting the family, liaising with cemetery and crematorium staff, instructing external contractors.
- Collecting the dead from mortuaries, care homes, hospices or their homes, and then caring for them at our premises. This can include washing and dressing the person who has died to enable family members to visit.
- Answering telephone and email enquiries from the public.
- Finance/invoicing/taking payments
- Liaising with suppliers, working closely with celebrants and clergy.
- Completing and delivering paperwork associated with organising funerals.
- Collecting and returning and otherwise dealing with cremated remains.
- Taking part in an out of hours on-call rota for collecting the dead. This will include some evenings, regular weekends and sharing of the rota across public holidays
- Representing the company to families, the public and the industry in an appropriate manner.
- Promoting the company to other organisations, the press and public. This may include delivering workshops, presentations or interviews.
- Creating original content for social media, the website and other publications.
- Developing networks and relationships to support the work of A Natural Undertaking.
- Cleaning and maintenance of the premises.
- Cleaning and maintenance of the vehicles.
- Opening, closing and staffing of premises when required.

As part of a small team and a growing business you will also be involved in general administrative tasks and getting involved in other projects as necessary.

### **Training**

- Full training will be given and support and guidance wherever needed.
- **There will be a six month induction and probationary review process.**

### **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.
- 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.
- Evidence of emotional intelligence.
- Incredibly well organised
- Able to manage others efficiently
- Have good literacy and IT skills
- 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.
- Live within an approximately 30-40 minute travelling time of 290 Vicarage Road, Kings Heath.
- A willingness to work flexibly, regular weekends and evenings and early morning starts.
- A willingness, confidence and creative flair to produce orders of service – full training would be provided.

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.

Any questions contact Carrie or Fran on [info@anaturalundertaking.co.uk](mailto:info@anaturalundertaking.co.uk) or 0121 444 0437.