

Funeral Team Member

Funeral team members are the first point of contact for the business so must create a good first impression, put clients at ease, take information, answer questions or find answers, building good client relationships and confidence while upholding the image of the business.

Funeral team members make a positive difference to their clients at a challenging, emotional time and contact with the deceased is a key aspect of any role within this industry. Working with people, feeling passionate about supporting and assisting clients is a rewarding and worthwhile job that provides excellent career opportunities. Funeral team members will specialise in one of two roles.

A Funeral Arranger – Supports the funeral director by arranging funerals and pre-payment plans, handling customer enquiries, sales and after care either on or off site. Administration and payment reconciliation is a part of this job role.

A Funeral Operative – Plays an active role in assisting the funeral director on funerals, cleaning and driving a variety of vehicles, bringing the deceased into care, preparing the deceased and coffins and supporting client visits. Operatives will participate in an out-of-hours service.

All candidates will cover these areas on their course:

Knowledge

- Communication with clients inc specific needs such as dementia, language, cultural diversity
- Client types
- Obtain and handle client feedback
- Protecting business reputation
- Use of technology inc social media
- Team working
- Legislative requirements
- Personal development
- USPs of products and services

Behaviours

- Polite, confident interactions with clients
- Communicate clearly and with empathy
- Honest, trustworthy

Skills

- Communication methods
- Applying policies and procedures
- Dealing with client feedback
- Professional relationships
- Using technology
- Supporting team members
- Pro-active approach to providing product and service information

Assessment

- 40 minute multiple-choice test
- 75 minute observation of practical work
- 60 minute professional discussion
- Grading (pass, distinction)

Funding cap
£3,000

Average duration
12 months +

Level 2
GCSE equivalent

Qualifications
n/a

Professional Accreditation
n/a



For further information, contact CQM
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