JOB DESCRIPTION

Job Title:	Driver / Funeral Service Operative
Department:	Operations
Reports to:	Branch Managers
Accountable to:	Operations and Quality and Standards Manager Embalmer
Date:	October 2026

Purpose of Role

To provide dignified, professional, and efficient support in all aspects of funeral operations, ensuring that every service upholds the standards, reputation, and values of Donald McLaren Ltd. The role involves assisting Funeral Directors, caring for the deceased, maintaining vehicles and equipment to the highest standard, and supporting families and colleagues with professionalism, respect, and discretion.

Key Responsibilities

Client Care

- Deliver a professional, courteous, and compassionate service to families, clients, clergy, and members of the public.
- Act as a bearer and assist in the dignified delivery and conduct of funerals.
- Represent the company with professionalism, maintaining the highest standards of appearance and behaviour at all times.
- Ensure families and mourners are treated with care, understanding, and sensitivity.

Operational Support

- Drive company vehicles safely and responsibly, following funeral routes and instructions provided by the Funeral Director.
- Assist with the removal and transfer of the deceased from private homes, hospitals, care homes, and other locations, always maintaining dignity and respect.

- Support the care and preparation of the deceased as trained and instructed, including dressing, coffining, and the presentation for viewings.
- Prepare and furnish coffins and nameplates in accordance with instructions.
- Follow company procedures for the preparation, furnishing and securing of coffins, ensuring that any concerns regarding their construction or suitability are reported immediately to management.
- Maintain the cleanliness, presentation, and roadworthiness of vehicles, garages, and equipment.
- Deliver and collect documents, ashes, floral tributes, and other items as required.
- Assist with stock control and notify management of any replenishment requirements.

Compliance and Standards

- Work in accordance with all company policies and procedures, including CMA requirements, FCA regulations (where applicable), data protection legislation (UK GDPR and Data Protection Act 2018), and health and safety requirements.
- Follow all safe systems of work, manual-handling procedures, and infection-control measures.
- Report any incidents, hazards, or vehicle issues promptly to a Branch Manager or Quality and Standards Manager.
- Uphold the highest standards of professionalism, appearance, and conduct in line with the company's reputation.

Professional Development

- Participate in training and mentoring to develop knowledge and competence across all operational duties.
- Demonstrate a commitment to continuous improvement, teamwork, and professional growth.
- Support and collaborate effectively with colleagues.

Additional Information

The employee's normal contracted hours are 37.5 hours per week, Monday to Friday, 8:30am – 5:00pm.

A lunch allowance of £10 per week is paid for time worked, in recognition of the flexibility required around lunch breaks.

At present, there is no requirement to participate in an on-call rota. However, participation in the rota is an essential requirement of the role, and the employee will be required to join when a position becomes available.

The employee must also be willing to work Saturday mornings and provide additional cover during staff holidays, absences and other operational requirements, as reasonably required.

Any future changes to contractual working arrangements will be subject to consultation and any necessary agreement.