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| **JOB VACANCY APPLICATION PACK** |

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| **Title: Funeral Operative (Driver and Recoveries) - Affordable Cremations Scotland CIC – two posts** |
| Location: Base in Ardrossan, travel across Scotland |
| Salary: £8.50 per hour Pension: After six-month probation, employer contribution of 6% of salary |
| Hours: Average 37.5 hours per week including some weekend and evening work as part of on-call rota |
| Annual Leave: 28 days (plus 8 public holidays) |
| Line Manager: General Manager |
| Deadline: 15 September 2017 12noon |
| Queries: john.halliday@communityrenewal.org.uk 0773 876 0598 |
| Application: CV, covering letter, two referees and equalities form to john.halliday@communityrenewal.org.uk |
| Estimated start date: October 2017 |

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| **About Affordable Cremations Scotland CIC** |
| Affordable Cremations Scotland Community Interest Company is a newly incorporated social enterprise launching later in 2017. The new company is wholly owned by the charity Community Renewal Trust and funded by Scottish Government and the European Social Fund. Affordable Cremations Scotland CIC will deliver direct cremations across Scotland operating from a base in Ardrossan. This social enterprise will seek to:* Provide direct cremations at an affordable cost
* Provide advice to help families arrange other funeral services such as memorials, celebrations, flowers, celebrants, bereavement support
* Provide support to claim Funeral Payment benefits
* Provide additional support to bereaved families including advice
* Reinvest any profits into the reduction of poverty and education around death/bereavement/funerals.
* Become a sustainable business and flagship social enterprise
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| **About Community Renewal** |
| Community Renewal Trust is a social enterprise (Scottish Charitable Incorporated Organisation number SC043684) with headquarters in Govan and operating in deprived communities across Scotland including Muirhouse, Craigmillar, Leith, Govanhill, Ardrossan, and Torry. Our aim is to lift neighbourhoods out of poverty. More information is on our website: www.communityrenewal.org.uk |

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| **Job description (key areas for the role)** |
| Affordable Cremations Scotland CIC will provide a uniform, access to appropriate van(s), inception training, Line Management and an office base in Ardrossan. Recoveries* Responsible for uplift and transportation of deceased persons to/from homes, nursing homes, hospitals, crematoria and the cold room(s).
* Responsible for ensuring collections are made on time and are always conducted in a dignified and compassionate manner. Must not bring company into any disrepute.
* Identifying safe and effective routes for transport to minimise distance/time.
* Ensuring vehicles are maintained and clean by keeping a maintenance check timetable.
* Follow instructions of General Manager in prioritising recoveries and keeping to agreed schedule.
* Responsible for laying out a body (e.g. in cold room, into coffin, in a home, or for inspection).
* Supporting General Manager and Admin staff to make effective on call rotas, this will require flexibility and availability some evenings and weekends.
* Responding to complaints effectively, immediately reporting all complaints and actions to Management.
* Thorough report of any accidents, endorsements, complaints, fines, to Management immediately.
* Ensure legal obligations and company policies are always fulfilled
* Provide clear audit trail for all cash transactions in accordance with cash handling and anti-fraud policy
* Support customers to make safe payments to Affordable Cremations Scotland CIC online, by phone or in cash
* Provide other services as required by Management

Bookings, administration, communicate with bereaved families and maintain office* If required by General Manager, be available for book recoveries, pay for services, make arrangements with crematoria, and compassionately liaise with bereaved families.
* Maintain and update the diary system so all staff have access to clear information.
* Keep all areas clean and tidy and ensuring office and vehicles are secure when not attended.
* With support from other staff, provide clear communications online, by email, by phone and face to face with bereaved families
* With support from other staff, update a directory of peripheral services (bereavement counselling, debt counselling, florists, memorial companies, celebrants, venues) that bereaved families may wish to access.
* Maintaining a professional personal appearance and compassionate manner at all times when around members of the public.
* Keep clear records and provide careful monitoring of bodies and cremated remains including ensuring paperwork and identification processes are always completed.

Training and professional development* Share and learn from best practice in recoveries, manual handling, and customer service
* Participate in appropriate training or qualifications to improve recovery service or customer service
* Identify relevant training or qualifications
* Maintain Full UK Driving License and ability to drive a suitable van
* Maintain ability to participate in recovery team as driver and manual handling
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| Person Specification - Skills & Abilities |  |
| Cooperative team player | Essential |
| Emotionally intelligent, able to build and sustain positive relationships | Essential |
| Committed to social justice, diversity and equality  | Essential |
| Able to use basic IT  | Essential |
| Excellent customer service standards in telephone and one to one contacts | Essential |
| Calm under pressure | Essential |
| Flexibility and determination to get the job done | Essential |
| Commitment to personal development | Essential |

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| Experience (personal, volunteering or work based)  |  |
| Experience with / in a funeral business or around bodies | Essential |
| Experience in customer service role (not necessarily in funeral business) | Essential |
| Experience as driver/courier or similar role (not necessarily in funeral business) | Essential |
| Experience maintaining vehicles | Essential |

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| Knowledge |  |
| Understanding of needs of bereaved families | Essential |
| Understanding of needs of deprived communities and people in poverty | Essential |
| Understanding of the funeral sector | Desirable |
| Understanding of legal requirements around funerals and cremations in Scotland | Desirable |
| Understanding of social enterprise and the third sector | Desirable |
| Knowledge of health and safety guidelines and good practice | Desirable |

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| Training and Qualifications |  |
| Customer Service  | Desirable |
| Manual handling  | Desirable |

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| Other |  |
| Full UK Driving Licence - endorsements will be checked | Essential |
| Ability and willingness to be involved in manual handling of bodies (we are able to make reasonable adaptations if required due to disability) | Essential |
| Willingness to drive cars, small vans and transit vans for recoveries  | Essential |
| Willingness for disclosure check to be carried out before/during employment | Essential |

**Equal Opportunities Recruitment Monitoring Form**

**This form will be detached from your application form upon receipt and the selection panel will not have access to the information during the shortlisting or interviews.**

Affordable Cremations Scotland CIC is wishes to ensure equality of opportunity in our recruitment process. People seeking employment will not be refused on the grounds of gender, ethnic origin, colour, sexuality, disability, religion, appearance or HIV status.

To ensure that this policy is effective, we monitor our Job Applicants according to the categories below. Completion of this form is voluntary, but it does help us provide a better service if this information is given. Thank you.

**THE INFORMATION YOU GIVE ON THIS FORM WILL BE CONFIDENTIAL TO COMMUNITY RENEWAL AND USED FOR MONITORING PURPOSES ONLY.**

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| **Name:** |  |  | **Vacancy**  |  |  |
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| ***I define my gender as:*** | Female [ ]  | Male [ ]  Other [ ]  |
| ***I define my ethnic group as:*** |  |
| **White** | **Asian / Asian British** |  |  |
|  | British | [ ]  |  | Indian | [ ]  |  |
|  | Irish | [ ]  |  | Pakistani | [ ]  |  |
|  | Gypsy or Irish Traveller | [ ]  |  | Bangladeshi | [ ]  |  |
|  | **Other:** |  |  |  | Kashmiri | [ ]  |  |
|  | Chinese | [ ]  |  |
| **Mixed / Multiple Ethnic Groups** |  | **Other:** |  |  |  |
|  | White and Black Caribbean | [ ]  |  |  |  |
|  | White and Black African | [ ]  | **Black / African / Caribbean / Black British** |  |
|  | White and Asian | [ ]  |  | Caribbean | [ ]  |  |
|  | **Other:** |  |  |  | African | [ ]  |  |
|  |  | **Other:** |  |  |
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| **Other Ethnic Group (please specify):** |  |  |

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| ***I define my religious belief as:*** |  |
|  | No religion / belief | [ ]  | Hindu | [ ]  |  |
|  | Buddhist | [ ]  | Muslim | [ ]  |  |
|  | Christian  | [ ]  | Jewish | [ ]  |  |
|  | (including Church of England, Catholic, Protestant and all other Christian denominations) | Sikh | [ ]  |  |
|  | **Other:** |  |  |  |
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| ***I define my sexuality as:*** |  Lesbian/Gay [ ]  | Bisexual [ ]  | Heterosexual [ ]  |  |
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| ***Do you define yourself as having a disability?*** | No [ ]  | Yes [ ]  | If yes, pleasegive details: |  |  |
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| ***Age:*** | 30 or Under [ ]  | 31 – 40 [ ]  | 41 – 50 [ ]  | 51 + [ ]  |  |
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| ***Status at time of application*** | Employed [ ]  | Self employed [ ]  | Unemployed [ ]  |  |  |
| **Other:** |  |  |  |
| ***Where did you see the advertisement for this vacancy?*** |
|  |  |  | **Please be specific as this helps us to see where our advertising is effective. If you saw it on the internet please tell us which site, not just “internet”.** |  |
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If you would like this application form to be supplied in large print, Braille or disc format, please telephone Helen Barrie (0141 237 4457) who will arrange this.