



# Middleton & Wood

*of Burntwood*  
INDEPENDENT FAMILY FUNERAL DIRECTORS

## Funeral Directors Assistant

### Full Time 37.5 hours a week / Salary Details on Request

Middleton & Wood are an Independent Family Funeral Directors who pride ourselves on our reputation of caring, compassionate and professional services to our families. We are looking to expand our team and are looking for a Funeral Directors Assistant. The successful candidate will be responsible for providing support to the Funeral Director in the arrangements and conducting of funerals. This includes communicating with families, preparing the deceased for viewing, and transporting the deceased to the place of burial or cremation. The Funeral Assistant must demonstrate a high level of discretion, sensitivity, and professionalism at all times. Applicants must have the highest standards in appearance being smart and professional at all times. A full clean driving licence is required. The Applicant must be computer literate and willing to learn all areas of the role, though prior experience would be preferable. To apply please send a CV and covering letter to [enquiries@middletonandwood.co.uk](mailto:enquiries@middletonandwood.co.uk)

#### Duties and Responsibilities:

- Initial contact with a family either face to face or by phone on the death of their loved one
- Bringing the deceased into our care and prepare the deceased for viewing and/or burial, including dressing, grooming, and placing them in a coffin
- Assist with the transportation of the deceased to the place of burial/cremation
- Assist the Funeral Director in carrying out arrangements
- Assist the Funeral Director with design and creation of any funeral stationery, funeral notices and all legal documentation which is computer and paper based
- Communicate with families in a sensitive and professional manner
- Ensure that all documentation is accurate and up-to-date
- Comply with health and safety regulations and standards of our governing bodies NAFD and SAIF
- Ensure that the chapel and other facilities are clean, tidy, and presentable
- Maintain accurate records and logs both on the computer system and physical paperwork
- Assist with the advice, guidance and selection of memorials and other items as required
- Liaise with cemeteries, crematoriums, churches, officiants and ministers to ensure that all requirements are met and paperwork submitted in a timely manner
- Liaise with hospital and coroners staff to ensure paperwork is all in place and make necessary arrangements for a funeral service to take place
- Maintain a positive and professional attitude at all times.

#### Funeral Directors Assistant Role

A Funeral Directors Assistant provides administrative, practical and emotional support to families during their time of bereavement. This includes meeting with bereaved families to discuss funeral arrangements, handling paperwork and making arrangements for services, transporting and preparing the deceased, and providing support and advice during and after the funeral service.

#### Funeral Assistant Requirements

Able to work with sensitivity and discretion  
Good interpersonal skills  
Ability to work well under pressure  
Experience in a customer service role  
Experience in using computers  
Ability to lift and carry heavy items  
Funeral Assistant Skills  
Good communication skills  
Ability to work well with people in difficult circumstances  
Excellent organisational skills

#### Funeral Assistant Personal Traits

Empathy  
Compassion  
Ability to work with bereaved families  
Calm, professional and problem solving to ensure families are aware of all the options available to them  
Self motivated to work alone and as part of a team  
Adaptable and able to multi task & prioritise a busy schedule  
Smart appearance at all times



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