

## Job Description – Manager

This is a senior position within the company and you must be an Ambassador for Rosedale both internally and externally with our bereaved families, other stakeholders and the wider community. You are required to work closely with the directors and other members of the management team to ensure that Rosedale runs ethically, professionally, effectively and pro-actively and high standards of quality and service are maintained, alongside the Rosedale values.

Managers are required to develop experience in all aspects of the company and to show a mature outlook to the profession. The position demands good leadership, managerial and administrative skills, alongside superb written, listening and verbal skills and the ability to drive change in a positive way, presenting potential solutions alongside any problems. The required competencies are many and varied and are set out in a separate document which should be read in conjunction with this job description. The company will expect the highest level of commitment and loyalty and you must be prepared to work for as long as is reasonably necessary to accomplish your tasks.

All staff are required to hold a current First Aid Certificate, and in addition you would be required to be trained as a Mental Health First Aider.

All staff are required to promote, support and attend the three key events of the Rosedale calendar, the staff away day, the Walk of Remembrance and the Christmas Service of Remembrance.

### Primary Roles

Be involved in recruitment and the induction process at the appropriate stage for all positions within Rosedale. You are expected to build and maintain good working relationships with the staff to ensure they feel valued and motivated. Take responsibility for maintaining and improving our Investors in People Status and help to plan and deliver the annual staff away day. Maintain staff performance using positive management and motivational skills. Establish effective channels of communication and represent and communicate the views of the staff, encouraging staff involvement and participation. Actively seek out positive performance and reward with feedback, recognition and praise. At the same time, actively seek out and challenge poor performance and manage the consequences. When necessary, manage grievances, initiate performance or disciplinary procedures following reference to the directors and guidance from our external Human Resources Advisor.

Contribute towards setting the annual corporate goals and the direction, standards and targets for the funeral homes, ensuring that a consistently high standard of customer care is always achieved. Encourage the staff that report directly to you to establish individual and team objectives and understand how these relate to the corporate objectives. This will be done by conducting inductions, annual personal reviews and regular team meetings in accordance with the annual cycle. Carry out annual audits, actively seeking out areas for development and improvement and then taking the appropriate action. Lead and motivate the team to create the right environment to ensure team and individual development takes place. Identify appropriate training solutions.

Support operations by ensuring they have all the required tools. This encompasses many areas, such as phone and IT systems, legislative compliance, funeral planning support and information, vehicles, training, pricing policies and information and tangible resources.

Alongside other tutors deliver internal training on relevant topics such as product training, new arranger training, pre-paid funerals, launching new initiatives, refresher training or changes to operational procedures.

Oversee the monthly payroll system in conjunction with the management team, accountants, control annual holiday systems and maintain records for holiday and sickness.

You are expected to contribute fully in all areas of the company including the company's decision making and the development and implementation of the company objectives. You are expected to keep abreast of emerging changes in the funeral profession and to read the trade press, as well being encouraged to attend trade shows and education days and generate ideas and suggestions that may enhance the effectiveness, quality of service and professionalism of Rosedale.

You are expected to visit all branches of Rosedale on a regular basis, aiming to visit each branch at least once a fortnight with a view to encouraging face to face communication and monitoring standards.

Initiate and chair regular management team meetings, drawing up and circulating the agenda.

Support the management team who are currently responsible to the directors for the smooth and efficient day to day running of the operations at Rosedale, including funerals, offices, workshops, mortuaries, facilities, vehicles and out of hours rota. Assist in the rare event of a family complaint.

As required, take responsibility for a specific issue or project within the company. This could include a supplier review, launch of a new product or initiative, analysis of comparison websites, researching funding for training or capital expenditure, review of overheads and pricing policies

Ensure that you and staff reporting to you comply with the company policies and procedures as set out in the Employee Handbook, Policy & Procedures Manual and Health, Safety & Well-being Manual, and to ensure that all activities of Rosedale are conducted accordingly.

Encourage staff to proactively represent Rosedale and advance its interests in the local communities in which we trade. Promote the image and reputation of Rosedale, its services and values both on line and off line by generating development and promotional ideas and assisting with the development and implementation of the marketing plan. Actively contribute to our social media presence.

Manage the company proactively in such a way that each and every person buys in to the values and embraces their role therefore minimising emergencies, breakdowns, complaints or crisis situations.

### Secondary Roles

The position requires the knowledge, ability and willingness to support any member of the team.

Carry out other duties that are within your capabilities at the request of the directors.

Note: During the course of your work at Rosedale Funeral Home you will become privy to much personal information concerning family issues, circumstances surrounding death and other private matters. Although we recognise that there are times when you need to go home and share with someone at the end of a stressful day, please remember that you have a duty of confidentiality and such matters should not be discussed outside of Rosedale or your immediate family.