Working with us

Join the industry leader

The co-operative funeralcare
With over 100 years experience, The Co-operative Funeralcare is the UK’s leading Funeral Director with over 960 funeral homes. As the UK’s leading Funeral Director we understand that, to continue offering exceptional client care, we must ensure that all our colleagues have the required behaviours, equipment and motivation to fulfil their roles.

Through their natural behaviours, training and continual development, our colleagues understand the needs and feelings of the bereaved and the importance of spending time helping families to plan a funeral that truly reflects the life of an individual.

Who we are

Our Promise is to help you arrange or plan a funeral with care, respect, clarity and reassurance. Our team of professionals are here to listen, advise and guide you through all your options. We’re available 24 hours a day, 7 days a week so you’ll always have someone to talk to.

We’re here, we understand how difficult this can be and we promise to help you at every step of the way.

The Co-operative Funeralcare has always been committed to providing clients and their loved ones with the best possible care and we do this by ensuring we deliver ‘Our Promise’.

This booklet is an insight into our services and the various roles we have available. If you would like to find out more, please visit our website at www.co-operative.jobs/funeralcare

Our Promise

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My Promise

When joining Funeralcare we introduce all our colleagues to My Promise. This is a promise that we make to each other as colleagues and team members, as managers and leaders - whoever we are, whatever our role, wherever we work. This includes:

- Practical Commitment
- Strong Co-operation
- Timely Feedback
- Considerate Communication
- Active Development
- Team Support

Employee Benefits

When joining our team, colleagues enjoy a wide range of benefits including:

- Industry leading training
- Career progression opportunities
- A guaranteed minimum rest period of 11 hours between shifts
- Generous holiday provision
- Discounts across a wide range of Co-operative businesses
- Contributory pension scheme
- Employee Assistance Programme – Independent advice on a range of issues

All new employees are introduced to ‘My Promise’ as part of our extensive induction programme upon joining the business.
In 2012 we introduced the nationally recognised vocational qualification in Funeral Operations and Services. We are currently the only funeral director in the UK providing these professional qualifications.

Anyone that joins our business as a Funeral Arranger, Funeral Service Operative, Funeral Director or Principal Funeral Director will work towards this qualification, technically making them apprentices. After successfully completing this apprenticeship, our colleagues will be fully qualified funeral professionals.

As pioneers within the Funeral Industry, we have invested in this unique qualification, so that all of our colleagues have the opportunity to be the best that they can be on all occasions.

Our Funeral Arrangers love to understand our clients, their particular needs and the special things that matter to them. They get to know them, ensuring that they are able to create a unique tribute to commemorate the unique life of their loved one.

Their key daily responsibilities include opening our Funeral homes and maintaining the expected high standards, as well as completing important paperwork. In many cases they are also the first point of contact for our families and therefore they need to have a full understanding of our products, services and choices available to the client.

Whilst the role can be challenging as a result of the varied responsibilities; Our Funeral Arrangers tell us that they really enjoy helping the families and guiding them through a difficult time. They feel that the role would be ideal for someone who is extremely empathetic, and who is also caring, organised, supportive and client-focused.

Our arrangers are caring, organised and client-focused.

If you have the right skills and strengths we can help you with the rest so if you would like to find out more, please visit our website at: www.co-operative.jobs/funeralcare
Our Funeral Directors take pride in every aspect of arranging a funeral and carrying them out ensuring they are maintaining our high standards; liaising with the right people, whilst being sensitive to the needs of families of all backgrounds.

Their key daily responsibilities involve all aspects of a funeral from bringing the deceased into our care, arranging and conducting the funeral and making sure everything runs smoothly for our clients.

They make up a key part of the Funeralcare on-call team which allows us to provide the high quality of service we are known for – 24 hours a day, 7 days a week.

We believe that our role is very rewarding, we really enjoy working with the team and families.

We also play an active role within the community and build strong relationships with new and existing clients too.

Whilst the role can be challenging due to its physical and manual nature, and the fact that every day they are faced with different situations and often need to be able to think on their feet; they do feel that this is what makes the job so interesting.

This role would be ideal for someone who is committed, caring, organised, and compassionate, as well as being a good listener.

Our Funeral Service Operatives are eager to provide the best service to our customers from the moment they get in touch; whether it’s bringing the deceased into our care with dignity and respect or driving the hearse or one of our vehicles on the day of the funeral.

Their key daily responsibilities include maintaining our fleet of cars, preparing the coffins, and carrying out necessary checks before a funeral can take place.

They help to maintain the Funeral Homes and ensure that they are of a high standard. They also make up a key part of the Funeralcare on-call team which allows us to provide the high quality of service we are known for – 24 hours a day, 7 days a week.

The role can be challenging sometimes as a result of its physical and manual nature, and the timescales associated with ensuring that everything is prepared in a prompt and conscientious manner. However, our Funeral Service Operatives believe that their role is very rewarding and they really enjoy working with their team and the families.

This role would be ideal for someone who is understanding, respectful, well presented and conscientious.

We play an active role in the community and build strong relationships.

We believe that our role is very rewarding, we really enjoy working with the team and families.

If you have the right skills and strengths we can help you with the rest so if you would like to find out more, please visit our website at: www.co-operative.jobs/funeralcare
Our managers lead by example, by inspiring and motivating to get the very best out of their people by identifying talent and developing potential.

Their key daily responsibilities are to coach and care for colleagues and teams spread across a wide geographic area and to ensure that they have all the support they need to fulfil Our Promise to our families. They consistently monitor and improve standards, as well as building and maintaining strong relationships within their local communities.

This role can be challenging as a result of all the various demands and responsibilities it brings, and the need to be able to meet expectations and manage time efficiently.

This role would be ideal for someone with extremely good people and leadership skills, who is also very adaptable, passionate, motivated, dedicated and organised.

If you have the right skills and strengths we can help you with the rest so if you would like to find out more, please visit our website at: www.co-operative.jobs/funeralcare
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