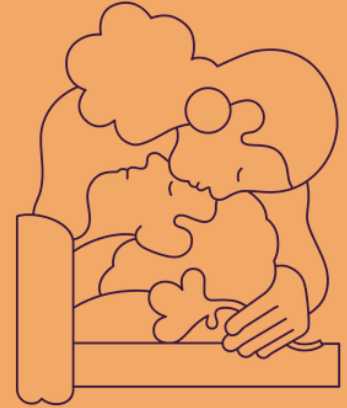


Poppy's

Client Support Advisor Job Pack



Poppy's Tooting

The Gatehouse, Lambeth Cemetery,
Blackshaw Road, London, SW17 0BY

Poppy's Raynes Park

46 Coombe Lane,
London, SW20 0LA

Poppy's Sheen

202 Upper Richmond Road West,
London, SW14 8AN



Introduction from our CEO

We are a B Corp certified funeral directors, based in London, with a fresh approach to funerals and ambitious growth plans. Instead of following rigid traditions, we listen to what our clients want and need. Instead of hiding behind closed doors, we're open about how we care for the living and the dead. We believe that great care for both the living and the dead can transform a person's experience and by offering meaningful choice and transparency, we support our clients to make the decisions that are right for them. We put people and planet first and have made a commitment to minimising our own environmental impact.

We want more clients across London to experience Poppy's outstanding service, and we have ambitious growth plans for the next five years and beyond.

We are looking for a skilled Client Support Advisor to join our outstanding team, acting as a first point of contact for people who need our support with arranging a funeral.



You'll be at the heart of what we do, building relationships with clients, guiding them through difficult decisions, and helping them to start to plan a funeral that feels personal and right for them. You'll often be the first person someone speaks to, and your calm, thoughtful approach will help set the tone for the support they receive throughout their time with Poppy's.

The successful applicant will work from our offices in Tooting, supporting clients from all over London. You will play a critical, reassuring role in supporting our clients with excellent care and attention to detail.

It is an exciting opportunity to join Poppy's during our expansion to provide great funeral care to even more people.

You'll be supported by a brilliant team who all care deeply about doing a good job for the people we work with so if this sounds like a good fit, we'd love to hear from you.

Clare & the Poppy's team



About Poppy's

At Poppy's we believe that what is viewed as 'normal' when it comes to funerals is anything but normal.

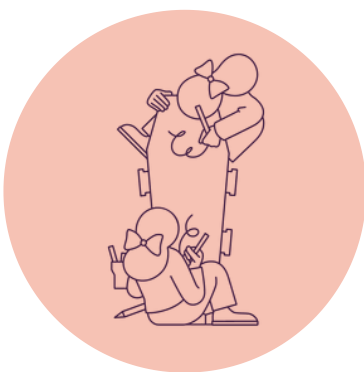
It's stuck in the past, with rigid Victorian practices meaning that many people don't get the funeral they need or want; whilst a 'behind closed doors' approach means poor care for the dead often goes unchecked.

We think there is a better way to do funerals, one that we believe in time will become the 'new normal' in the sector.

This is the Poppy's way: a fresh approach to funerals.

Our Values

OPEN



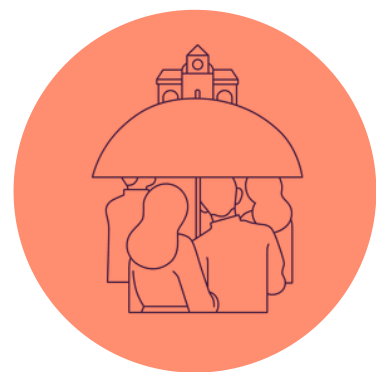
We'll meet
whatever is on
your mind with
enthusiasm

CONFIDENT



We're natural
leaders

FLEXIBLE



We'll respond
and adapt to
your needs

RESPONSIBLE



We're conscious
in our actions
and decisions

HUMAN



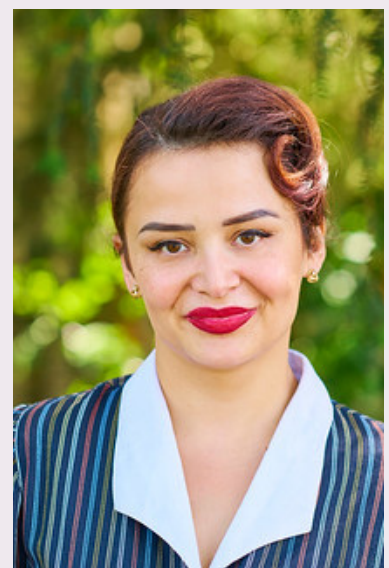
We'll support
you and stand
by your side



The Role

As a Client Support Advisor at Poppy's, you'll spend your time with us:

- Welcoming our clients to Poppy's, in person, on the phone or by email, informing, supporting and guiding them in their personal funeral choices.
- Organising initial funeral arrangements and relevant paperwork, keeping clients informed of updates and progress.
- Being responsible for all of the arrangements for Poppy's Direct Cremations, leading meetings and paperwork.
- Working closely with our Funeral Directors and Mortuary team to ensure an exceptional client experience throughout.
- Coordinating our diary in relation to funerals, client visits and meetings.
- Sharing on-call responsibilities with the rest of the team. This sits outside of normal office hours but is shared by everyone, and is paid separately.



General:

- To ensure Poppy's values and culture run through the core of all we do, role modelling the promotion and embodiment of our values within the team.
- To engage in Poppy's strategy and implementation in line with values, goals, and mission.
- To embrace our position as a B Corp, championing and taking responsibility for our environmental and social goals.
- To take responsibility for your own self-care and to engage with the company's resources available to support you (e.g. line management, reflection and support sessions, EAP etc).

The person

We are looking for someone who:

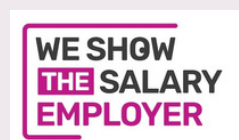
- Delivers excellent, personal client service and exceeds expectations.
- Builds personal yet professional relationships with clients and with key stakeholders.
- Listens and empathises, having a confident and mature approach.
- Skillfully maintains personal and professional boundaries and own self-care, whilst having self-awareness of when additional support is needed.
- Supports colleagues and works flexibly as a team.
- communicates clearly and confidently, particularly in challenging situations.
- Effectively prioritises workload, managing time and multitasking - responsibly manages a varied caseload of clients with different needs, at any one time.
- Is organised, with exceptional attention to detail.
- Learns quickly - this is a fast-paced environment
- Stays positive, grounded, calm and unflappable under pressure.

What We Can Offer You

- Salary: £34,226 per annum
- Hours: Monday to Friday, 9-5pm Unfortunately we cannot accept part-time applications for this position. You will also cover our on-call service, one week in 15, which involves being on call from 8am to 8pm, Monday to Sunday. You will be paid an additional stipend of £120 a week for this duty.
- Team: You'll work autonomously in a busy, thriving team.
- Training: You will receive all training on site.
- Reporting: You'll report to the Senior Client Support Advisor.
- Holidays: 32 days pro rata (including Bank Holidays).

Benefits:

- Mediacash health plan, giving GP access and discounts on prescriptions, dentistry, optometry, complementary therapies.
- Employers pension contributions of 3%.
- Enhanced family leave.
- Free annual eye test.
- Retail and gym discounts.
- Paid volunteering time.
- Interest free travel card loans.
- Cycle to work scheme.
- Access to Employee Assistance Programme giving 24/7 counselling access plus a wide range of lifestyle support.
- Regular reflection and support sessions offered to our whole team alongside an active culture of peer support, autonomous working, and constructive feedback.



Justice, Equity, Diversity, and Inclusion

We are passionate about creating a work environment that truly reflects the diversity and differences in lived experiences. We encourage applications from people underrepresented in the funeral sector, such as people of colour, those with disabilities and people of all gender identities. Our recruitment process underlines our commitment to inclusion, diversity and racial justice.

What this means in practice:

- A broad search, reaching out through as many different channels as we can
- An anonymous equality, diversity and inclusion monitoring form, which we use to monitor our progress in attracting and appointing candidates from underrepresented communities
- A selection process based on values and competencies, not exclusively on experience

We want to support those with additional needs and are fully committed to make any reasonable adjustments so that everyone can apply for this role. Please let us know if you need additional support as part of this recruitment process by calling 020 3589 4726 or emailing team@poppysfunerals.co.uk.



Application Process

Please complete the following:

1) Please send your CV and covering letter telling us:

- What it is about Poppy's that most interests you?
- Which of your life or career experiences are most relevant to this role?

Email to team@poppysfunerals.co.uk.

Please note that we cannot consider applications that do not include both a CV and a covering letter

2) We also ask that you complete an anonymous [diversity and inclusion survey](#).

The information contained in the questionnaire is confidential and will be used for monitoring purposes only. It won't be seen by anyone involved in the selection process and will enable us to monitor how we are doing against our diversity and inclusion commitments.

If you have any questions, please email team@poppysfunerals.co.uk

Applications close at 9am Friday 18th September 2026

We're excited to find the right person for this role and may close the application process early if we meet an outstanding candidate.

We know that you may use AI to structure your application, but please ensure we get to know the real you, not a computerised version of yourself

Successful candidates will be invited to an interview in person in Tooting during the following week.

Poppy's

