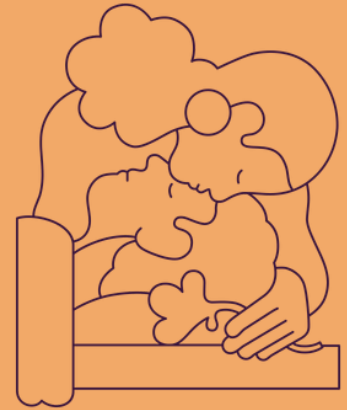


Poppy's

Client Support Consultant Job Pack



Poppy's Tooting

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

Poppy's Sheen

202 Upper Richmond Road West,
London, SW14 8AN

Poppy's Raynes Park

46 Coombe Lane,
London, SW20 0LA



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 are looking for a compassionate, organised and client-focused professional to join our outstanding team and become the welcoming face of our Sheen shop as well as supporting our Funeral Director team. You'll play a key role in helping more people experience Poppy's unique approach to funeral care by building trusted relationships, supporting clients through funeral planning and providing additional capacity across our Funeral Director team as the business grows. This role is initially a one-year fixed term maternity leave cover but there may be the opportunity to extend.



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.

At Poppy's, we're thoughtful, down-to-earth, and serious about giving people the care and dignity they deserve, both behind the scenes and on the day of the funeral.

You don't need to have worked in funerals before. What matters most is that you're compassionate, organised and client-focused. You'll be part of a kind, supportive team that takes pride in making a real difference every day.

If this sounds like a good fit, we'd really 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.

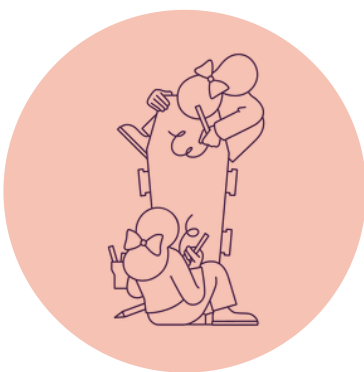
It's stuck in the past, with rigid Victorian practices meaning that many people don't get the funeral they need or want; whilst a 'behind closed doors' approach means poor care for the dead often goes unchecked.

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

At Poppy's, we are on a mission to give people the funeral they want, need and can feel proud of. We believe a meaningful funeral can be immensely powerful and we'll do everything we can to make this happen.

Main purpose and scope of the job

- To provide dedicated operational support to our Funeral Directors, taking ownership of specific administrative and coordination tasks associated with funeral planning.
- To coordinate the practical elements involved in delivering exceptional funerals, ensuring every detail is managed accurately and proactively.
- To build trusted relationships with clients, acting as an additional point of contact throughout the funeral planning process and ensuring they receive excellent communication and support.
- To contribute to the continued growth of Poppy's by helping our Funeral Directors increase capacity while maintaining our exceptional client experience.
- To be the primary point of contact for clients visiting or contacting our Sheen shop.
- To take ownership of the day-to-day presentation and welcoming environment of our Sheen shop.

While the role will be weighted towards supporting our Funeral Directors and existing clients, your focus may shift towards supporting other teams during times of reduced capacity depending on business and operational priorities.

Key responsibilities

1. Funeral Director support

- Work alongside Funeral Directors to coordinate the practical arrangements for funerals, taking ownership of administrative and logistical tasks that support the smooth delivery of each funeral. These may include:
 - Coordinating Orders of Service with clients.
 - Organising music, visual tributes and webcast arrangements.
 - Obtaining quotations and arranging hearses, limousines and other transport from our trusted vehicle partner.
 - Ordering coffins, urns, flowers and other funeral products.
 - Liaising with suppliers.
- Research and coordinate bespoke funeral requests.
- Support Funeral Directors by managing agreed client communications and progressing actions between client interactions.

2. Client care

- Build trusted relationships with clients throughout the funeral planning process.
- Act as an additional point of contact for clients.
- Help clients make informed choices about funeral elements.
- Ensure every interaction reflects Poppy's company values.
- Escalate complex client queries or sensitive decisions to the appropriate Funeral Director.



3. Funeral administration

- Ensure funeral arrangements are accurately recorded.
- Prepare, check and issue invoices promptly and accurately.
- Monitor outstanding invoices and follow up with clients.
- Maintain accurate supplier records.
- Support continuous improvements to funeral administration processes and systems.
- Assist with other operational projects that improve efficiency and client experience.

4. Sheen shop environment

- Be the welcoming face of the Sheen shop.
- Ensure the shop remains welcoming, organised and client-ready.
- Welcome walk-in visitors and respond confidently to all enquiries.
- Work with the support of our Client Support Advisor team to fully answer all initial future funeral enquiries.
- Work with colleagues to ensure the Sheen shop remains a positive presence within the local community.
- Support local marketing activities and community events.

In addition, you will be expected to:

- Ensure Poppy's values and culture run through the core of all we do, modelling the promotion and embodiment of our values within the team.
- Engage in Poppy's strategy and implementation in line with our values, goals, and mission.
- Take responsibility for your own self-care and to engage with the company's resources available to support you.
- Support Poppy's work beyond B Corp accreditation, considering the impact of our work on our environment and community.

What we're looking for

- Proven experience delivering exceptional service in a client-facing role. Funeral sector experience is not required for this role.
- Strong communication and relationship-building skills.
- Confidence working both independently and as part of a team, using initiative to solve problems and taking ownership of outcomes.
- Commercial awareness and an understanding of how excellent client service contributes to business growth.
- Excellent organisational and administrative skills, with great attention to detail.
- Strong IT skills and confidence learning new systems.
- Highly flexible, with the ability to adapt quickly to changing priorities.
- Experience managing multiple competing tasks and deadlines simultaneously.
- A quick and nimble learner - this is a fast-paced environment.
- Calm, resilient and proactive under pressure.



What we can offer you



- One year fixed term maternity leave cover. This may have the potential to extend beyond the first year.
- A salary of £34,225.95 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 Funeral Directors.

Benefits:

- Holidays: 32 days pro rata (including Bank Holidays).
- Mediacash health plan, giving GP access and discounts on prescriptions, dentistry, optometry, complimentary therapies and more.
- 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 difference 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. We are fully committed to running a recruitment process which underlines our commitment to inclusion, diversity and racial justice. What that means for our recruitment process:

- 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 making 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 0203 589 4726 or emailing team@poppysfunerals.co.uk.



Application Process

Please complete the following:

Please email your CV to team@poppysfunerals.co.uk with a covering letter explaining why you want to be a Client Support Consultant at Poppy's.

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

Applications close at 9am on Friday 25th 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 online interview during the following the week.

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

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