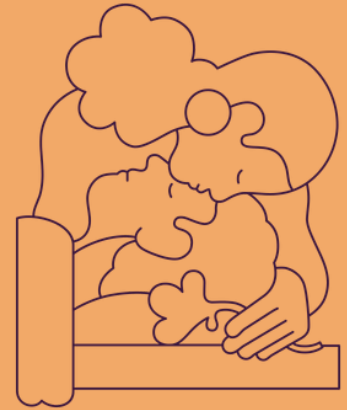


Poppy's

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. 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 client services team as the business grows.



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.

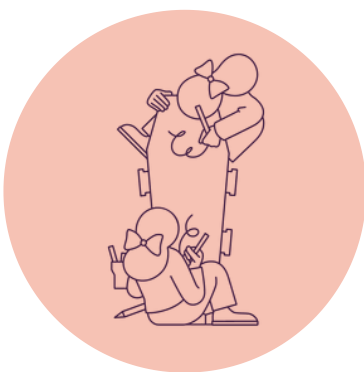
It's stuck in the past, with rigid Victorian practices meaning that many people don't get the funeral they need or want; whilst a 'behind closed doors' approach means poor care for the dead often goes unchecked.

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



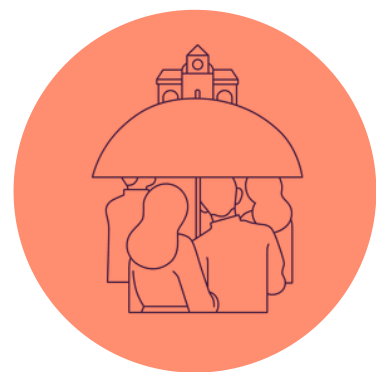
We'll meet
whatever is on
your mind with
enthusiasm

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 join our Client Support Advisor team, helping to build strong relationships with prospective and existing clients, supporting them to make informed and personal choices about funeral arrangements.
- To help more people experience Poppy's unique approach to funeral care by providing exceptional client service and supporting the growth of the business.
- To take ownership of Poppy's My Funeral Wishes offering, building lasting relationships with clients and supporting the continued growth of these services.
- To provide continuity support for the Funeral Director team on non-working days, periods of annual leave and other planned absence, and periods of increased demand.

This is a deliberately flexible role designed to provide additional capacity where it will have the greatest impact at a given point in time. The role will be weighted towards supporting prospective clients and our Client Support Advisor team, however on any given day or week, your focus may shift towards leading on Poppy's My Funeral Wishes offering, or supporting our Funeral Directors, depending on business need and operational priorities.

Key responsibilities

1. Client Support Advisor

- Join our Client Support Advisor team, acting as the first point of contact for prospective clients with Poppy's.
- Conduct initial meetings with prospective clients by telephone and in-person, with the aim of converting the enquiry into a Poppy's funeral.
- Build trusting relationships with families and support them to make informed decisions about funeral arrangements.
- Manage your own client caseload when working alongside the CSA team.
- Complete funeral arrangements, paperwork and case administration to the same high standard as the wider CSA team.
- Work collaboratively with colleagues to maintain excellent response times and an outstanding client experience.
- Follow up with prospective clients, providing guidance and answering outstanding questions to help more people choose Poppy's.
- Promote Poppy's unique approach to funeral care, ensure every interaction reflects our values and help more families access our services.
- Adapt your workload according to business priorities, supporting where additional capacity is most needed.

2. My Funeral Wishes

- Lead Poppy's My Funeral Wishes service across the business.
- Conduct My Funeral Wishes appointments in person, by telephone and online.
- Build long-term relationships with clients considering future funeral planning.

- Maintain accurate records within HubSpot and other business systems.
- Monitor enquiries, appointments and conversions, identifying opportunities to improve the client experience and grow these services.
- Work with the Marketing team to promote My Funeral Wishes through local events and community engagement.

3. Funeral Director support

- Provide continuity support for Funeral Directors during periods of annual leave and planned absence.
- Assist with agreed client communication and administrative tasks to help maintain continuity of care for clients, such as booking hearses or limousines, organising flowers and floral tributes, or aiding families with Orders of Service or music choices for a funeral service.
- Work collaboratively with Funeral Directors to ensure clients continue to receive excellent service throughout their journey.

In addition, you will be expected 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
- Engage in Poppy's strategy and implementation in line with values, goals, and mission
- 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)
- 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



- A salary of £34,225.95 per annum
- 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

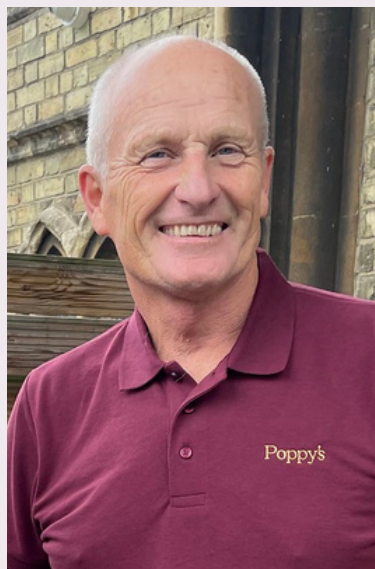


Justice, Equity, Diversity, and Inclusion

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 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 7th August 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.

Successful candidates will be invited to an online interview during the week commencing Monday 10th August 2026 and, if successful, a second-round interview in person in Tooting during the week commencing Monday 17th August 2026.

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