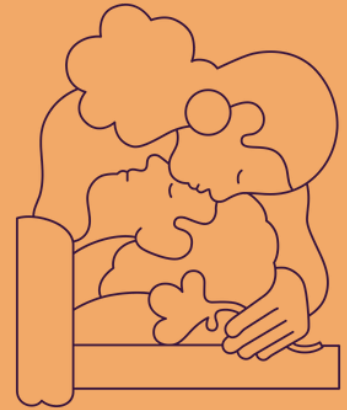
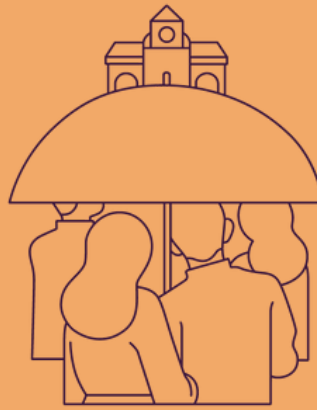


# Poppy's

## Funeral Arranger 1 year fixed term contract 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



# 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're looking for a Funeral Arranger to join our team and help us offer compassionate, high-quality service to more people.

Based at our Sheen branch, you'll often be the first person a client speaks to so you'll need to be someone who can listen with warmth, offer clear guidance, and support them through the decisions that shape a funeral that's personal and meaningful.



At Poppy's, we're thoughtful, down-to-earth, and serious about giving people the care and choice they deserve.

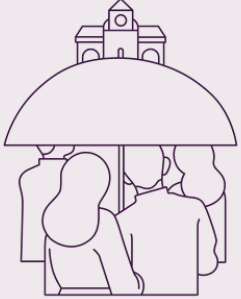
You don't need to come from a funeral background to do this role well. What's more important is that you're someone who's organised, thoughtful, and confident, supporting people at emotional moments. You'll be supported by a brilliant team who all care deeply about doing a good job for the people we 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.



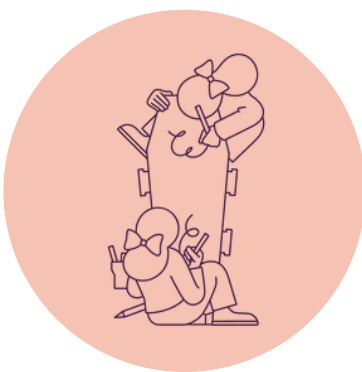
It's stuck in the past, with rigid Victorian practices meaning that many people don't get the funeral they need or want; whilst a 'behind closed doors' approach means poor care for the dead often goes unchecked.

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



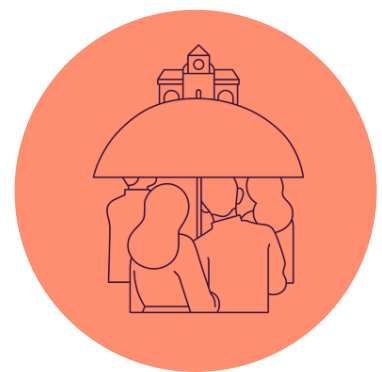
We'll meet  
whatever is on  
your mind with  
enthusiasm

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 Funeral Arranger at Poppy's, you'll be at the heart of what we do, building relationships with clients, guiding them through difficult decisions, and helping them 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.

This is a role that combines empathy, clear communication and excellent organisation. You'll manage funeral arrangements from start to finish, coordinating the practical details, liaising with suppliers, and working closely with colleagues across our team. You'll make sure every detail is handled with care, and in some cases, you'll also lead the funeral on the day.

You don't need funeral experience to do this well. If you're someone who listens deeply, supports others with confidence and kindness, and takes pride in getting things right, you'll be a great fit.

## Main Purpose & Scope:

- To be a first point of contact for clients based in and around our branch in Sheen
- To provide outstanding customer service, adapting quickly to client needs and ensuring a consistently high standard of support
- To manage funeral arrangements and relevant paperwork, keeping clients informed of updates and progress
- To support and empower our clients to make informed, personal choices so they can have the funeral that they want and need
- To arrange and coordinate immaculately organised and inspiring funerals across Greater London and beyond

### Key Responsibilities:

- Responding promptly, warmly and confidently about Poppy's services and ways of working to questions from prospective clients, both in person and on the phone
- Coordinating all the important details for a funeral (paperwork, orders of service, coffin, hearse etc)
- Liaising with external suppliers such as crematoria, churches, florists, and suppliers
- Ensuring that the care of the people in our mortuary is exemplary, working collaboratively with our mortuary team
- Ensuring excellent communication with clients and colleagues at every stage to achieve the best outcomes for our clients and each other
- On some of the funerals you will arrange, you will also lead on the day. This includes, leading the practical support team and showing authority when dealing with staff from external suppliers, venues, ministers, and celebrants
- Meeting company performance targets and providing regular progress reports to the Senior Funeral Director and Client and Operations Director
- Working flexibly when necessary, getting involved with strategic and ad hoc projects as and when they come up.
- Promoting and embodying our values to the public and within the sector
- Sharing 'on call' responsibilities with the rest of the team (usually one week in eight, on call from 5pm-8pm and Saturday / Sunday 8am – 8pm).



### 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)

## Personal Specification:

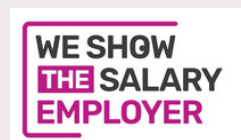
- Experience of planning and delivering smooth-running events, whether simple or complex
- Demonstrates emotional intelligence and openness to feedback to improve performance and behaviour
- Proven commitment to delivering excellent, personal client service and exceeding expectations
- Confident in building personal relationships with clients, colleagues and partners, within and beyond the sector
- Excellent at listening and empathising, having a confident and mature approach
- Able to lead a team and confidentially make decisions
- Able to support colleagues and work cooperatively as a team
- Clear and confident communication skills
- Able to prioritise work, manage time and multitask
- Organised, with great attention to detail
- A quick and nimble learner - this is a fast-paced environment
- Able to stay positive, grounded, calm and unflappable under pressure

# What We Can Offer You

- 1 Year fixed term contract -with potential to extend to a permanent contract after first year
- Salary: £35,428 per annum
- Hours: Monday to Friday, 9-5pm (with some optional weekend work)
- Location: Poppy's, Sheen SW14 (During your onboarding period, you will spend 70% of your time at Tooting SW17 30% at Sheen, for the first three months)
- Reporting: You'll report to the Senior Funeral Director
- Holidays: 25 days (plus Bank Holidays) rising with longer service to 30 days
- Additional day off for your birthday

## Benefits:

- Employee share scheme, giving you a share of ownership in the company
- Mediacash health plan, giving GP access and discounts on prescriptions, dentistry, optometry, complimentary 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 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 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 0203 589 4726 or emailing [team@poppysfunerals.co.uk](mailto:team@poppysfunerals.co.uk).



# Application Process

Please complete the following three things:

1) Complete an online application form which you can access through [this link](#), or by scanning this QR code:



2) Please email your CV to [team@poppysfunerals.co.uk](mailto:team@poppysfunerals.co.uk).

Please note, we cannot consider applications that do not include a CV

3) 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](mailto:team@poppysfunerals.co.uk)

Applications close on Sunday 22nd June.

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 interview during the week commencing 30th June.