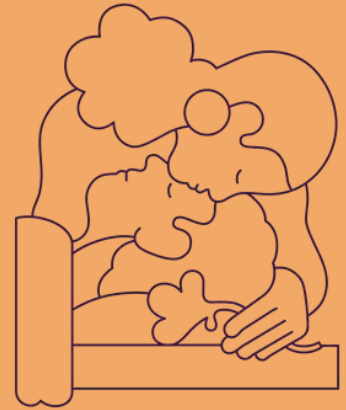


Poppy's

Practical Lead 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 organised, reliable and strong individuals to support the smooth running of our mortuary and on the day of funerals as Practical Leads. This is a flexible, part-time role that plays a key part in delivering the high-quality care Poppy's is known for.



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.

Our Practical Leads are a vital part of that. You'll be involved in some of the most hands-on aspects of our work, from caring for the person who has died, to making sure everything runs smoothly and respectfully on the day of the funeral.

You don't need to have worked in funerals before. What matters most is that you're responsible, practical, physically capable, and willing to learn (you will also need a driving licence). 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.

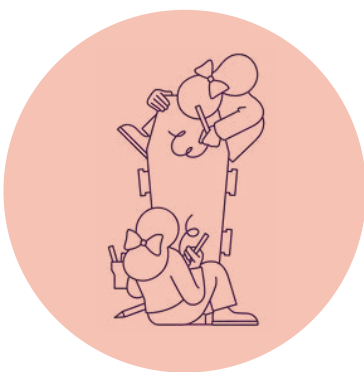
It's stuck in the past, with rigid Victorian practices meaning that many people don't get the funeral they need or want; whilst a 'behind closed doors' approach means poor care for the dead often goes unchecked.

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.

We're looking for an organised, responsible, strong person to help assist with the smooth-running of our practical work, within and around our mortuary. Duties include, but are not limited to the following:

- Working under the direction of the Mortuary and Logistics team to look after people in our mortuary and get them ready for their funerals in line with our natural, gentle approach
- Being responsible for the smooth running of the practical elements of the funeral, working to the plan developed by the Funeral Director and the Mortuary and Logistics Manager
- Working closely with the Funeral Director and ensuring they have everything they need, specific to each individual funeral
- Managing and preparing the bearers at funerals
- Providing ad hoc practical support to attendees at the funeral;
- Carrying the coffin at funerals
- Collecting people who have died, ensuring the relevant paperwork is filled in correctly before and after the collection;
- Lining coffins, cleaning vehicles and other practical tasks
- Vehicle and building maintenance
- Optional additional work available as part of our on-call cover team for Poppy's out of hours service, attending collections 5pm-8pm Monday to Friday, 8am to 8pm Saturday & Sunday

Full training will be given on the job.

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

This is not a full-time role, it is a zero hours contract position. Many of our current Practical Leads fit this around other part time work, however we are looking for people to be available for at least 4 shifts a month (more available). Shifts usually take place on weekdays during the daytime

Requirements:

- Full valid UK driving licence
- Right to work in the UK
- Black trousers, black shoes and white shirt
- All other uniform will be supplied



This role needs someone who:

- Is practically minded and able to apply your common sense to new situations
- Will excel in providing outstanding customer service, adapting quickly to client needs and ensuring a consistently high standard of support
- Has good attention to detail and hold yourself to high standards in your work
- You will be required to perform tasks that include manual handling and some heavy lifting, so need to be relatively strong and in good health

You do not need to have any prior experience of the funeral sector, but we expect you to have an interest in and develop an understanding of our approach to natural and gentle death care.

What We Can Offer You

- Pay: £15.20 per hour, rising to £18 for overtime outside of 8am-6pm
- £120 for each week on call; £85 for each out of hours collection (up to three hours work)
- Paid holiday of 25 days per year pro rata to hours worked
- Regular team socials and team reflection sessions



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.



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.

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

We're excited to find the right people for this role and are reviewing applications on an ongoing basis. The application process may close once suitable candidates are appointed.

Successful candidates will be contacted to arrange an initial conversation and may then be invited to take part in a practical session with the Mortuary team.