

JOB DESCRIPTION		
JOB TITLE: Repatriation co-ordinator	LEVEL: Job Family 2	REPORTS TO: Regional Development Manager
Job Purpose: Act as the focal point for families ensuring their repatriation requirements are completed in line with their wishes (b) Oversee all repatriation activity including the work of other Funeral Arrangers. (c) Work with all FPL colleagues and external organisations to provide services that meet our high standards.(d) arrange and conduct funerals in line with families wishes.		
MAIN DUTIES: <ul style="list-style-type: none"> Promote Repatriations within FPL and become the company ambassador and leading repatriation co-ordinator Understand and document client repatriation requirements ensuring that they are aware of options and costs at every stage of the process. Ensure that services including funeral pre-need plans and memorials are offered to clients in line with Competition & Marketing Authority (CMA) regulations and guidelines. Work effectively and collaboratively with colleagues and external organisations before, during and after the repatriation service to ensure it goes to plan and is delivered to the high standard expected. Keep accurate and timely records relating to all aspects of the repatriation arrangements including the deceased's possessions, tracking documentation, diary appointments along with logging all enquiries and keeping accurate records for reporting Report Monthly on KPI's agreed by your line manager and be able to explain the results. Ensure timely completion of all administration tasks and data input into the Funeral Management System in a timely way. Develop effective working relationships with doctors, hospitals, embassies, cargo handlers, police, ministers, florists, and other opinion-formers within the community. Coordinate & attend an Embassy and/or Foreign Office as required. Take a lead in training Funeral Arrangers and supporting acquisitions as needed. Supervise the work of other Funeral Arrangers facilitating a repatriation. Coordinate and complete Airport collection and deliveries where applicable. Ensuring compliance with all company policies and procedures for self and others in team. Understand and guide others on how relevant legislation and regulation applies to their role and the industry. Proactively seek out ways in which the business can be developed and work with the Area Development Manager to find ways for implementing initiatives. Participate in a rota system to cover duties such as removals within normal business hours and out of hours (i.e. nights, weekends and statutory/customary holidays) Attend training and development sessions to maintain knowledge and skills in role. Carry out any other duties when reasonably requested to do so by line manager. Keep apprised of company activities and updates by accessing the regular written or verbal communications that will be shared. This may include (but not limited to) the Weekly Bulletin, companywide emails and updates from your manager. Carry out any funeral duties as requested. 		KNOWLEDGE AND SKILLS Essential: <ul style="list-style-type: none"> Demonstrable experience of arranging and conducting funerals and Repatriations, supporting clients through the funeral process Experienced in delivering funerals to meet a range of local and religious customs and practices. Able to supervise Funeral Directors, Funeral Arrangers and all funeral team members. Current UK manual driving licence Personal Attributes; <ul style="list-style-type: none"> Able to build and maintain strong working relationships Effective communication and interpersonal skills Resilience and working effectively in a pressurised environment Approachable and diplomatic Able to work independently and as part of a team Flexible and reliable Accurate attention to detail Empathetic and approachable

Financial Conduct Authority (“FCA”) Compliance

This role will be responsible for offering Funeral Pre-Need plans to clients; however, the individual role holder must only perform this part of the role if they comply with all items in the below list.

The individual role holder will:

- Not discuss funeral plans with customers until they have been trained and passed an Initial Assessment
- Attend the required training courses to become competent as a plan seller, and will form part of the overall Competency Framework associated with funeral plans
- Take ownership for their Continued Professional Development (“CPD”) throughout the year to align with FCA requirements and attend ad hoc learning activities provided by the business
- At all times, act in accordance with the FCA’s Conduct Rules.
- After being trained, understand, and comply with the FCA’s 11 Principles for business
- Support individual customers in accordance with the FCA’s consumer principle and cross-cutting rules.
- Deliver the outcomes required from the FCA’s consumer duty.
- Take into consideration the needs of vulnerable customers and particularly vulnerable customers and take specific action to support these customers, as appropriate

OUR COMPANY VALUES AND HOW I LIVE THEM

<p>HELPING PEOPLE</p> <p>Our business exists to help the bereaved to make fitting arrangements for their loved one's last journey and to provide lasting memories for families and friends. We do this with a positive, caring and understanding approach.</p>	<ul style="list-style-type: none"> – I act as an ambassador for the company by being responsive to the client's needs and responding promptly to client requests. – I actively seek to support others as well as asking for help from a manager or colleagues when needed. I proactively engage with the immediate and wider team. – I act as role models in all I do and say. – I support colleagues in delivering their goals, I am flexible to meet short term and unexpected business needs. I proactively volunteer to assist in a time of crisis. – I seek to understand the client's needs through probing questions and active listening – I share knowledge and experience freely. I offer and accept constructive feedback.
<p>RESPECT FOR EVERYONE</p> <p>We value diversity and treat everyone with the same respect, courtesy and dignity.</p>	<ul style="list-style-type: none"> – I communicate effectively, actively listen and question appropriately. – I respect the confidence of the clients and colleagues at all times – I can be relied on to be present and actively engaged in my work – I recognise and respect difference and diversity in our clients and colleagues alike. – I draw attention to inappropriate actions or behaviours within my immediate or wider team. – I seek to review all available information before making a decision and I willingly provide explanations and reasons to support my actions.
<p>PROFESSIONAL STANDARDS</p> <p>We are a professional organisation, and we strive to achieve the highest possible standards in everything we do and to improve these standards continuously.</p>	<ul style="list-style-type: none"> – I take pride in my appearance and adhere to our company dress code. – I implement ideas to improve the processes and performance within the scope of my operation. I escalate suggestions outside my scope to my immediate manager. – I provide constructive challenge and ideas to continually improve our processes and performance. – I adhere to our policies, standards and processes at all times. I ask for clarification when needed. – I have an active interest in the business and understand the contribution I make through my work. – I think and act innovatively to improve value for both the clients and company.
<p>ACCEPTS RESPONSIBILITY</p> <p>We accept responsibility for our actions as a company and as individuals.</p>	<ul style="list-style-type: none"> – I demonstrate awareness of the impact of my own behaviour and how I use this appropriately with clients and colleagues. – I take personal responsibility to ensure that client's needs come first and that the company values are maintained at all times – I take personal ownership for resolution of issues, escalating those that cannot be resolved personally or promptly. – I know my own strengths and areas of development and I take responsibility for my own learning. I act on feedback to improve my own performance and impact. – I don't walk past a problem no matter how large or small. – I ensure that my work is delivered to a high standard, and I constantly aspire to improve the quality and value of our products and services.
<p>PARTNERSHIP</p> <p>We believe that we can only achieve our goals by working together in partnership with client families, suppliers and our employees.</p>	<ul style="list-style-type: none"> – I work effectively and collaboratively with others as a part of a team. – I seek to learn from others in order to continuously develop. – I successfully resolve issues in a way that maintains and builds a positive long-term relationship; I influence others using a win-win approach. – I bring ideas to the team and remain open to change. – I develop a positive working relationship with clients, my team and external influencers. – I actively seek the views of others. I listen and talk to people to improve the way I do things.