

DANIEL ROBINSON & SONS

INDEPENDENT FAMILY FUNERAL DIRECTORS



The Role of Funeral Operative

A typical day in the life of a Funeral Operative

- 8.45am Start work at Bishop's Stortford office. Clean hearse and limousine ready for the day's funerals
- 10.30am Receive floral tributes from florist for today's funeral.
Assist Funeral Director in checking the deceased and closing down the coffin. Help to load coffin onto hearse followed by the floral tributes.
- 11.00am Change into funeral clothing, ensure shoes are clean and polished. Have a quick bite to eat (mealtimes can be very erratic!)
- 11.15am Drive limousine to funeral. Collect family en-route.
Carry coffin into Chapel for the funeral. Help to display the flowers outside for the family to view after the service.
Return the family home in the limousine after the service.
- 12.45pm Back at the funeral home, clean the vehicles again.
- 2.00pm Collect a deceased from Addenbrooke's Hospital and bring into our care.
- 3.00pm Prepare coffins and plates as required.
- 4.00pm Begin to dress and prepare the deceased in accordance with the family's wishes.
- 4.15pm I am required to attend an Essex Coroner's removal from Stansted.
The family are at the address so we are not able to remove the deceased immediately.
The police ask us to talk to the family about what happens next.
- 5.30pm Return to funeral home.
Finish dressing and preparing the deceased ready for viewing the following day.
- 6.00pm Go home and wait for the phone to ring as I am on call tonight.

*We asked a few of our Funeral Operatives about their role,
and here is a selection of their responses:*

What was your main career before you joined the Funeral Profession?

- ◆ Worked for the military
- ◆ Police officer
- ◆ Painter and Decorator
- ◆ Laboratory Assistant

What do you like most about your job?

- ◆ That no 2 days are the same
- ◆ Helping people
- ◆ The variety
- ◆ Meeting many different people

Is there anything you don't like about your job?

- ◆ The on call
- ◆ Being called out when I am in the middle of something
- ◆ Cleaning cars in the rain
- ◆ Some of the Coroner's removals can be challenging

What would you consider to be the main skills required to be a Funeral Operative?

- ◆ Adaptability
- ◆ Attention to detail
- ◆ Willingness and ability to work with many different people
- ◆ Resilience
- ◆ Competent driver
- ◆ Physically fit
- ◆ A team player
- ◆ The ability to remain calm in all situations
- ◆ A strong stomach and a sense of humour