



## **CHARITY PURPOSE & BACKGROUND**

Funeral link is a charity, based in Dundee, which aims to prevent funeral poverty in our community. The charity was established in November 2018 in response to needs evidenced by those who have experienced funeral poverty, and our support service commenced in March 2019.

In the first 3.5 years Funeral Link have supported more than 330 bereaved clients with a combined total savings of over £190,000. These savings are from funeral-related benefits, charitable donations, and informed choices to reduce funeral costs.

Funeral Link aims to prevent Funeral Poverty through:

- Funeral Support - Offering informed choice, saving money for bereaved clients, and preventing debt.
- Education - Encouraging more open conversations about death, dying and bereavement.
- Wellbeing - Sustaining and improving wellbeing within our community of bereaved clients.

The cost of cremation in Dundee is the highest in Scotland and this, combined with the high levels of unemployment, mental health, suicide, and substance related deaths, means that many local bereaved families really struggle to afford the cost of a funeral.

Funeral Link support some of the most vulnerable families in Dundee, mainly from the most deprived locations. Many have suffered unexpected and often traumatic bereavements in very difficult circumstances. Half of the clients seeking our support live in the most deprived 10% of Scotland (simd.scot 2020.) Additionally, a growing proportion of clients seeking our funeral support are experiencing in-work poverty and do not qualify for government support through the Social Security Scotland Funeral Support Payment, meaning they must cover all costs of the funeral themselves.

Last year we recruited our first group of volunteers who support the networking and marketing elements of our work in communities throughout Dundee.

## **Service Manager – Job Description and Person Specification**

Job Title:	Service Manager
Responsible to:	Chair of the Board of Trustees
Location:	Hybrid – Dundee Based and Home Working
Hours:	Full-time 34 hours per week
Contract:	Fixed term for 8 months, with potential for extension subject to funding.
Salary:	£36,000 per annum
Closing Date:	12noon Tuesday 28 <sup>th</sup> March 2023
Interview Date:	Friday 7 <sup>th</sup> April 2023

### **Funeral Link is recruiting a Service Manager to lead our team and help us prevent funeral poverty for newly bereaved families facing hardship in our community.**

We are looking for an exceptional individual who is seeking a role which makes a significant difference to those within our community needing support at what is often the worst time in their life.

You will understand the impact of financial exclusion, and the challenges faced by those affected by poverty and inequality.

You will have experience of working in partnership with other community-based organisations and be comfortable leading conversations about the impact of funeral poverty. You will be empathetic to the challenges faced by someone who is experiencing grief for a loved one in addition to financial hardship. You will be non-judgmental in approach and maintain the dignity of those who seek our support.

You will be clear about how to evaluate impact and have experience of securing funding from a range of sources which may include local and national government, Trusts and Grants, Corporate sponsorship, and social enterprise. Building relationships with funders and local partners is vital to the success of this role.

Having an awareness of how the funeral industry operates would be an advantage however this is not essential to the role.

*We welcome applications from everyone and value diversity in our workplace. We are willing to consider flexible working arrangements.*

## **Key Relationships**

- Funeral Link Board of Trustees
- Funeral Link Support Workers and Say Something Dundee Development Worker
- Funders
- Funeral Professionals throughout the Dundee and surrounding areas
- Third Sector and Public Sector partners throughout Dundee and surrounding areas
- Communities throughout Dundee

## **Principal Tasks and Responsibilities**

- Lead and manage all aspects of the Charity.
- Business development planning and funding planning along with strategic and operational leadership.
- Responsible for Funding applications and reporting, including managing multiple funding streams.
- Managing Funeral Support service to provide 1-1 support for bereaved clients with informed choice around funerals.
- Responsible for staffing and performance management.
- Setting and managing budget and financial reporting to Trustees.
- Represent charity in respect of its external affairs including media, partners, local elected members, and local and national Government.
- Ensure effective governance by Trustees through management and realisation of risk and compliance requirements.
- Develop and maintain connected and collaborative partnerships with statutory, third sector, bereavement professionals, and others at strategic and operational levels.
- Monitoring and evaluation of outcomes linked with the business plan and funding streams.
- Ensuring Volunteers are supported in their contributions towards the aims of the charity.
- Working as part of the wider Funeral Link staff team, covering for the Say Something Dundee Development worker and Support Worker as required.
- Any other duties as required to fulfil the purpose of the job.

## PERSON SPECIFICATION

	<b>Essential Requirements</b>	<b>Desirable Requirements</b>
<b>Professional / Educational Qualifications</b>	<p>Written and spoken English to Higher level or equivalent.</p> <p>Educated to degree level qualification or equivalent experience.</p>	
<b>Relevant work / other experience</b>	<p>Experience of strategic working and reporting at Board level.</p> <p>Trust and Grants Funding and evaluation and reporting experience.</p> <p>Experience of Project Management.</p> <p>Experience of managing staff.</p> <p>Experience of partnership working.</p> <p>Experience in and ability to use video technology such as Zoom and MS Teams.</p> <p>Strong, demonstrable understanding of poverty, inequalities, and inclusivity.</p> <p>Experience of developing and maintaining partnership working with individuals, community groups, and organisations.</p> <p>Strategic thinker able to identify how and where the elements of this work link into other services, internally and externally.</p>	<p>Knowledge of communities within Dundee, both geographic and communities of interest.</p> <p>Experience of working for a charity or in partnership with third sector organisations.</p> <p>Experience of working with and supporting individuals and groups in a community setting.</p> <p>Awareness of Social Enterprise models.</p> <p>Working with vulnerable individuals and groups.</p> <p>Experienced in use of social media to benefit reach of an organisation, group, or cause – including Facebook and Instagram.</p> <p>Knowledge of local and national organisations involved with death, dying and bereavement.</p> <p>Experience of volunteer management.</p>
<b>Particular skills / abilities</b>	<p>Excellent communication and presentation skills.</p> <p>Excellent organisational and planning skills.</p> <p>Ability to set targets and work to deadlines.</p> <p>IT literate and competent in use of Microsoft Office products, in particular Excel.</p>	<p>Knowledge of policies and practices governing the funeral industry.</p> <p>Negotiating skills.</p> <p>Understanding of Funeral Planning and the options available to bereaved families.</p>

	<p>Attention to detail.</p> <p>Ability to set targets and work to deadlines and prioritise effectively.</p> <p>Ability to work independently and as part of a team.</p> <p>Enthusiastic about improving openness regarding conversations about death, dying, bereavement and care.</p>	<p>Knowledge of the role of the Police and Procurator Fiscal in relation to sudden deaths.</p>
<b>Personal qualities</b>	<p>Strong interpersonal skills, particularly:</p> <ul style="list-style-type: none"> <li>• Empathy</li> <li>• Caring and Compassionate</li> <li>• Diplomacy and Tact</li> <li>• Emotional strength to cope with other people's distress</li> <li>• Understanding and acceptance of different communities, including religious and cultural beliefs</li> <li>• A flexible, approachable manner</li> </ul> <p>Awareness of maintaining your own wellbeing.</p>	
<b>Additional job-related requirements</b>	<p>Able to work occasional evenings and weekends.</p>	<p>Valid UK driving license and access to vehicle.</p>