



**Independent
Funeral Standards
Organisation**

Job Opportunity.

**Quality Risk and Compliance Manager (QRCM)
Midlands, Yorkshire and East Anglia**

**Reports to: Head of Quality Risk & Compliance
Contract: Full Time**

**Start date: As soon as possible without compromising on
quality or person specification**

Background

In 2021, the National Association of Funeral Directors took a strategic decision to evolve its inspectorate, compliance, and quality functions and so, in January 2022, the NAFD launched the Independent Funeral Standards Organisation (IFSO) to help its members demonstrate their pursuit of high standards, to the public and to stakeholders and to provide an ideal model of what independent regulation for the whole funeral sector could look like.

Purpose of the role

As part of its development, IFSO is recruiting for a dynamic and proficient Quality Risk and Compliance Manager (QRCM). The QRCM is a key representative and ambassador of the Independent Funeral Standards Organisation across their region.

Reporting to the Head of Quality Risk and Compliance, the main purpose of the role is to support the development of and encourage compliance with the required standards amongst the National Association of Funeral Directors (NAFD) membership. He/she will be responsible for developing and implementing a programme of visits within their specific region to ensure that NAFD members are aware of the required standards and that their premises and operational procedures meet the requirements of the Funeral Director Code.

...modern regulation for the funeral sector

www.ifso.org.uk

Key Responsibilities

Operational

- To inspect the premises/administration/operations of existing NAFD members within their region
- To inspect premises/administration/operations of all new applicants for NAFD membership and all new branches of existing NAFD members in a timely manner
- To complete timely inspection reports on all visits and organise follow-up documentation, including any non-compliance referrals
- To identify pragmatic and effective solutions to address minor shortfalls and provide support, as required
- To ensure that any changes to members' details are promptly updated on the IFSO database
- To prepare regular reports for funeral directors where required
- Report non-compliant inspections to the NAFD

Other

- To promote the role of standards across the profession, working with relevant NAFD Committees as required;
- In liaison with senior personnel, represent IFSO in the developments for the profession;
- Represent IFSO at external venues and events (Area Federation/Local Association meetings, Conferences, Exhibitions, etc.);
- To write ad hoc articles for the NAFD's monthly publication, Funeral Director Monthly;

Critical Success Requirements

The ideal candidate will be self-motivated, efficient, solutions focused and able to play an ambassadorial role for IFSO, keeping abreast of developments and mindful of the future of the profession. The ideal candidate will also be a highly effective communicator, liaising with a range of stakeholders including colleagues, NAFD members, local and regional member groups, interested parties and the public.

Skills and Experience Required

Experience/Qualifications:

- Operational experience within the funeral sector
- Experience of writing reports
- Full, clean UK driving licence

Skills/Characteristics:

- Excellent interpersonal skills, with ability to interact effectively with all stakeholders, especially members and prospective members, colleagues and the public;
- Strong written and verbal communication skills, with the ability to be concise and adapt style to the audience;
- Strong organisational skills, with proven ability in coordinating and managing own time for maximum efficiency;
- Sound personal judgement and problem solving skills, with meticulous attention to detail and the ability to quickly become familiar with issues and identifying suitable solutions;
- Flexible, resilient and calm, with the ability to work effectively under pressure and the capacity to adapt quickly and flexibly to new demands and change;
- Strong networking skills, with a proactive approach to developing effective working relationships with NAFD members, and other stakeholder groups;
- Confident, with proven persuasive and influencing skills and the ability to act as a key representative of IFSO

How to apply

To apply, please send a short covering email along with your CV to info@ifso.org.uk with the subject title “QRCM Vacancy” by the 24th of February 2024.