

PART-TIME ADMINISTRATOR/FUNERAL ARRANGER

THE APPLICATION PROCEDURE

Please apply by completing the attached application form.

The following notes are designed to be of assistance to you in completing the form.

CVs and letters of application will not be accepted as a substitute for completion of the application form (although they can be included with your application if you wish). The standardising of applicant information ensures that shortlisting will fairly compare information provided by candidates.

Your application form will be the key to deciding whether you will be called to interview, therefore please take your time to complete it as fully and accurately as possible.

- Read the information pack, paying particular attention to the job description before you start to complete the form.
- Complete all sections of the form, in full.

Remember, if you do not tell us we will not know. We are unable to make assumptions about you or your abilities.

- Print your name and address in block capitals.
- Attach any additional pages as required.
- Nominate two referees in the appropriate section. Your referees should be able to comment on your suitability for the post and should include your current or most recent employer.

Applications should be returned in an envelope clearly marked "**Confidential**" to:

Paul J King
Paul J King Funeral Directors
Causeway House
37-39 The Causeway
Maldon
CM9 4LJ

Your application will be treated in the strictest confidence

HOURS OF WORK	Office hours are as follows: Monday – Friday 9.00 am – 5.00 pm Saturdays 10.00 am – 12 noon
PROBATIONARY PERIOD	All appointments are subject to a probationary period of six months.
SALARY	£9.60 per hour depending on skills and experience, which is reviewed after six months satisfactory continuous service and probationary period, thereafter annual reviews. Salary is paid in arrears by 31 st of the month by means of bank transfer.
SICK PAY	Statutory sick pay
HOLIDAY ENTITLEMENT	28 days per calendar year including bank holidays – pro rata
SMOKING POLICY	The company operates a no smoking policy
TRAINING	Initial training will be provided internally. Attendance at external training will be expected.

The above are guidelines only and cannot be taken to constitute part of the formal contract of employment

JOB DESCRIPTION

JOB TITLE:

Part-time Administrator/Funeral Arranger

BASED AT:

Paul J King Funeral Directors
10 Station Road
Burnham-on-Crouch
CM0 8BG
But to work at other Branches as required.

MAIN PURPOSE:

Provide an efficient and sensitive service for clients, both face-to-face and on the telephone and dealing with the related correspondence.

To arrange funerals for the bereaved, taking details clearly and accurately and dealing with the relevant third parties to organise the funeral.

All staff are expected to act and speak in a manner that recognises the sensitivity of bereavement, both during and outside working hours.

To promote the business externally by liaising with our local communities and identifying opportunities for the further development of the business.

KEY TASKS:

- Undertake day-to-day administration in the office.
- Input data to the funeral management software
- Organise orders of service for printers
- Receive clients into offices and chapels, including arranging funerals and pre-need funerals
- Assist in organising events such as seminars/workshops/meetings to promote the business.
- Liaise with Clients, Nursing Homes, Ministers, Doctors, Hospitals, Coroner's officers
- Attend Chapel visits outside normal office hours, when required.
- Cover telephones outside normal office hours, as part of the staff rota .
- Receive donations for charities and maintain appropriate records.
- Adhere to the Company Health and Safety Policy.
- Maintain the working environment, always keeping it clean and tidy and ensuring that public areas are well-presented.
- Participate in our Bereavement Support initiatives
- Carrying out any other duties as required by the company.

RESPONSIBLE TO:

Report directly to the business manager – Corinne Cadey

COMMUNICATE WITH:

- Liaising with all other staff and branches of Paul J King Funeral Directors
- Attending team meetings outside office hours
- Liaising with Doctors, Coroners, Hospitals, Crematoria, Cemeteries, Florists and all other suppliers and contractors
- Attending meetings of professional associations, crematoria, etc
- Integrating in our local communities by membership of groups or Churches etc

TRAINING:

- Attending training courses delivered internally and externally
- Attending meetings of local/national professional institutions and relevant training days provided by these institutions

GENERAL:

- A Staff Handbook is used throughout the company and staff are expected to adhere to its content.
- Observe and adhere to all fire, health and safety and other statutory requirements.

Because of the changing nature of our business your job description will inevitably change. You will, from time to time, be required to undertake other activities of a similar nature that fall within your capabilities as directed by management.

JOB APPLICATION FORM – Branch Administrator/Funeral Arranger*Paul J King*
FUNERAL DIRECTORS

Please complete this form accurately, giving as many details as possible of your skills and experience relating to this job application. Shortlisting will be based on the information gathered from the form. A CV can be submitted to support your application, although all parts of the form must be completed, even if you submit a CV.

Part A: Personal Information

Forename(s):		Surname:		Date of Birth:
Home Address:			Home Telephone Number:	
			Mobile Number: <i>(where possible)</i>	
Postcode:		Email address: <i>(where possible)</i>		
Do you hold a current driving licence? YES/NO			Do you have regular use of a vehicle for work? YES/NO	

Part B: Education and Training

Schools / Colleges	Dates		Qualifications obtained
	From:	To:	

Other training / courses attended *(please use an additional sheet if necessary)*

Part C: Present or last employment

Present or most recent employer, Nature of business and address	Dates		Position held and nature of duties	Reason for wishing to leave or for having left
	From:	To:		
Current / most recent salary:			Period of notice required:	

Part D: Work history

Give details of your previous work history (including voluntary or unpaid work) beginning with the most recent post.

Dates (from/to)	Name & Address of employer	Position held	Summary of main duties	Reason for leaving

Please use an additional sheet if required

Part E: Computer Skills

Please list the software packages which you are familiar with and indicate your level of competence

Part F: Membership of Clubs, Organisations, Groups, etc

Please list any clubs or organisations of which you are a member

Part G: Hobbies and Interests

Part H: Health and Disability

Is there anything concerning your medical history or state of health that is relevant to your application? YES/NO

If Yes, please give details:

Do you consider yourself disabled within the meaning of the Disability Discrimination Act? YES/NO

If Yes, please give details:

Do you require any special assistance at interviews or with any aspect of the job? YES/NO

If Yes, please give details:

Thank you for your co-operation

Part I: Additional Information

Please give your reasons for applying for this post and any additional information that you feel appropriate to your application, including achievements and skills gained which you consider relevant to the post. Continue on separate sheets if necessary.

Part J: References

Give the names and addresses of two referees, not relatives, of whom confidential enquiries may be made - one of whom must be your **CURRENT** employer (or if not currently employed, your last employer). If you have been with your employer for less than 3 years, you should also give your previous employer as a referee

Name and Address	Position:
	Telephone Number:
	Email:
	Capacity in which known to you:

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	Telephone Number:
	Email:
	Capacity in which known to you:

Information to be sought from your referees will (as appropriate) include the length of time they have known you, your duties and reasons for leaving, the number of days sickness absence (not reasons), details of any disciplinary action, your skills/abilities, work relationships and attitude, strengths and areas for development.

Part K: Declaration

I certify that the information I have given is correct and I understand that should I make an incorrect statement on this application, or should I wilfully conceal any material fact, I will, if appointed be liable for dismissal.

Signed Date:

In accordance with the Data Protection Act 1998, I hereby give my consent for the information I have provided in this application to be used for the purposes outlined only on this form and as stated in the Guidance Notes for Applicants.

Signed Date:

Completed application forms should be returned to:
Paul J King, Paul J King Funeral Directors, Causeway House, 37-39 The Causeway, Maldon CM9 4LJ

*Receipt of this application form will not be acknowledged unless you include a stamped addressed envelope.
Your application will be carefully considered and shortlisted candidates will be notified of the outcome of their applications; if you have not heard within four weeks, you should assume that your application has been unsuccessful on this occasion.*

Thank you for your interest in this post and for taking the time to complete this form