

**JOB TITLE:**

Part-time Funeral Arranger / Administrator

**BASED AT:**

Paul J King Funeral Directors  
86 Manor Street  
Braintree  
CM7 3HR  
But to cover 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.

All staff are expected to dress in business-like / smart attire.

**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 from all offices 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
- Liaising with our memorial masons.
- Attending team meetings outside office hours
- Liaising with Doctors, Hospitals, Crematoria, Florists and all other suppliers and contractors
- 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.**

**DETAILS:**

<b>HOURS OF WORK</b>	Office hours are as follows: Monday – Friday 9.00 am – 5.00 pm Saturdays – 10am – 12 noon
<b>PROBATIONARY PERIOD</b>	All appointments are subject to a probationary period of six months.
<b>SALARY</b>	£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 <sup>st</sup> of the month by means of bank transfer.
<b>SICK PAY</b>	Statutory sick pay
<b>HOLIDAY ENTITLEMENT</b>	28 days per calendar year including bank holidays – pro rata
<b>SMOKING POLICY</b>	The company operates a no smoking policy
<b>TRAINING</b>	Initial training will be provided internally. Attendance at external training will be expected.