

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.

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