

FULL-TIME FUNERAL ADMINISTRATOR

HOURS OF WORK	<p>Office hours are Monday – Friday 9.00 am – 5.00 pm, Saturdays 10.00 am – 12 noon by appointment. You will be expected to work outside of office hours to attend meetings and community events such as evening staff meetings and meetings of community groups etc.</p> <p>Telephone cover and Chapel visits outside normal offices hours, as part of a rota system, will form part of the job.</p>
PROBATIONARY PERIOD	<p>All appointments are subject to a probationary period of six months.</p>
SALARY	<p>£21,500 - £23,000 per annum depending on qualifications and experience</p> <p>Salary is paid in arrears on the 25th of the month by means of bank transfer.</p>
SICK PAY	<p>Statutory sick pay.</p>
HOLIDAY ENTITLEMENT	<p>28 days per calendar year including bank holidays.</p>
SMOKING POLICY	<p>The company operates a no smoking policy</p>
TRAINING	<p>Specific job training will be provided, and applicants will be expected to undertake external training leading to industry recognised qualifications</p>

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

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 and personal specification 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

If you would like your application acknowledged, please include a stamped addressed envelope with your application.

Selection for interviews will be confirmed by letter.

If you have not heard from us within 2 weeks after the posts closing date, it is unlikely that your application has been successful on this occasion. Please do not let this deter you from applying for any future vacancies with us.

Your application will be treated in the strictest confidence.

JOB DESCRIPTION

Paul J King
FUNERAL DIRECTORS

JOB TITLE:

Branch Administrator

BASED AT:

Paul J King Funeral Directors
Causeway House
Maldon
But to work at all Branches as required.

MAIN PURPOSE:

To carry out administrative/clerical and reception duties for Paul J King Funeral Directors by providing 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 funerals.

To promote the business externally and identify new opportunities for further growth of the business.

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

KEY TASKS:

- Receive clients into offices and chapels, including arranging funerals and pre-need funerals.
- Maintain accurate records as required either in writing or by using a computer.
- Receive donations for charities and maintaining appropriate records.
- Liaise with Ministers, Doctors, Hospitals, Coroners officers
- Oversee the day-to-day running of the office
- Cover telephones outside normal office hours.
- Work in other offices to cover for sickness/holidays etc.
- Attend Chapel visits outside normal office hours, when required.
- Adhere to the Company Health and Safety Policy.
- Maintain the working environment, keeping it clean and tidy at all times.
- Identify opportunities for the further development of the company.
- Carrying out any other administrative 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:
Name and Address	Position:
	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