

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

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 3 weeks of your application, 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 TITLE

MOBILE FUNERAL ARRANGER/ADMINISTRATOR

HOURS OF WORK	<p>Office hours are Monday – Friday 9.00 am – 5.00 pm. Saturdays 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>£26,600- £28,000 per annum depending on qualifications and experience</p> <p>Salary is paid in arrears on the penultimate day 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 cannot be taken to constitute part of the formal contract of employment.

JOB TITLE

Mobile Funeral Arranger/Administrator

BASED AT

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

With travel across all six locations

MAIN PURPOSE

Meeting with clients in our offices or in their own homes to arrange funerals; taking details clearly and accurately and dealing with the relevant third parties to organise funerals.

To carry out administrative and front-of-house support across our offices and provide an efficient and sensitive service for clients, both face to face and on the telephone and dealing with third parties and the related correspondence.

Work in any of our six offices to cover for sickness/holidays etc

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 both in our offices or the client's home.
- Maintain accurate records as required either in writing or by using a computer
- Liaise with Ministers, Doctors, Hospitals, Coroners officers
- Oversee the day-to-day running of the office
- Cover telephones outside normal office hours as part of a rota system
- Work in any of our six offices to cover for sickness/holidays etc
- Attend Chapel visits outside normal office hours, when required
- Arranging memorials with clients
- Adhere to the Company Health and Safety Policy
- Maintain the working environment, always keeping it clean and tidy
- 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

- Previous experience in funeral arranging or a customer-facing role is preferred but not essential as full training will be given.
- 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.