Paul J King
FUNERAL DIRECTORS

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 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.

Paul J King
FUNERAL DIRECTORS

FULL-TIME FUNERAL ADMINISTRATOR

HOURS OF WORK	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. Telephone cover and Chapel visits outside normal offices hours, as part of a rota system, will form part of the job.
PROBATIONARY PERIOD	All appointments are subject to a probationary period of six months.
SALARY	£26,600- £28,000 per annum depending on qualifications and experience Salary is paid in arrears on the penultimate day of the month by means of bank transfer.
SICK PAY	Statutory sick pay.
HOLIDAY ENTITLEMENT	28 days per calendar year including bank holidays.
SMOKING POLICY	The company operates a no smoking policy
TRAINING	Specific job training will be provided, and applicants will be expected to undertake external training leading to industry recognised qualifications

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

Paul J King
FUNERAL DIRECTORS

JOB TITLE

Branch Administrator

BASED AT

Paul J King Funeral Directors
5 Guild Way
South Woodham Ferrers
CM3 5TG

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, Celebrants, 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 other 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 Ministers, Celebrants, 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.