

JOB DESCRIPTION: Funeral Administrator/Arranger – Part Time
18 hours per week (minimum) – [flexibility required including working irregular hours, evenings, and alternative Saturdays]

Job Title: Funeral Administrator / Arranger

Reports to: Office Manager/Senior Branch Manager/Senior Funeral Manager

Internal Liaison: Branch Colleagues/Management

External Liaison: Customers, Suppliers, Professional & Government Officials

Objective: To provide a funeral with dignity and respect, facilitating a difficult event with compassion and professionalism.

Main purposes:

Arranging Funerals

- Be responsible for the efficient and effective day-to-day running of the office, including all aspects of the administration
- Competent in the use of office software and computer systems
- Provide a sensitive and professional service for the bereaved
- Respond to enquiries in a competent and courteous manner
- Ensure all correspondence is dealt with in an efficient and effective manner
- Be responsible for ensuring the office environment is clean, tidy, and presentable
- Complete financial estimates and confirm acceptance with clients.
- Be fully conversant with company disbursement policy.
- Be fully competent with all aspects of funeral arrangements, including obituary notice preparation, service sheets etc.
- Be fully conversant with all aspects of local procedures.
- Ensure all documentation and legal requirements are complete prior to the funeral.
- To be able to offer and provide explanation of the funeral services available.
- Conduct of client viewings
- Advise on pre-paid and pre-planned funerals
- Offer advice on memorials with referral to a memorial specialist
- Liaise with all branch offices to ensure good communication
- Ensure all accounting procedures complied with - in areas specific to remit
- Provide administration cover within all other local branches when required

Funeral Administration

Telephone

- Deal with first call arrangements.
- Answer general enquires, including providing telephone quotations.
- General reception services including taking floral orders, telephonist duties
- Deal with families coming in for funeral arrangements and Chapel of Rest visits.
- Receipt payments, including use of PDQ machine and receipt of charity donations.
- Promoting and processing Memorial and Pre-Paid Funeral Planning information.

Administration

- Receipt and processing of correspondence.
- Accurate processing and recording of necessary funeral documentation.
- Managing charitable donations in accordance with Company guidelines.
- Processing of accounting and financial transactions including invoicing, banking, cash, and credit cards
- Completion and Compilation of Pre-Paid Funeral Plan documentation.
- Liaising and supporting families regarding floral tributes, obituary notices etc.
- Ensuring adequate and timely stocktaking and replenishment.
- Resource co-ordination, ensuring efficient use of all personnel and company resources.
- Advising about our memorial work services; taking memorial orders and payments.
- Assist with queries or difficulties while liaising with memorial specialist when necessary.
- Promoting Pre-Paid Funeral Plans and offering information and assistance.

Other Duties

- Basic care of those resting within the rest rooms.
- Supporting families in their time of need e.g., offering refreshments, tissues etc.
- Ensure reception and work areas are kept clean and tidy.
- Carrying out other duties at the request of the management which are within his/her capabilities that ensures the safe and efficient running of our professional services.
- Accompanying doctors to refrigeration units for examination of the deceased.

S Clarke and Son Funeral Directors encourages all staff to work towards individual, team and company objectives and understand how these relate to each other. You are encouraged to generate ideas and suggestions that may enhance the effectiveness, quality of service and professionalism of the Company.

(Note: During the course of your work at S Clarke and Son you will become privy to much personal information concerning family issues, circumstances surrounding death and other private matters. Although we recognise that there are times when you need to go home and share with someone at the end of a stressful day, please remember that you have a duty of confidentiality, and such matters should not be discussed outside of the Company or your immediate family.)

It may be necessary for the successful candidate to apply for a Criminal Record Check via AccessNI for which you will be responsible to pay the necessary Statutory Fee.

Person Specification: - Funeral Administrator / Arranger

Qualifications: *	Criteria:
Minimum of 7 GCSE (Grade A*-C) or equivalent qualification) including GCSE English and Maths AND 3 years office admin paid work in past 7 years	Essential
Experience: *	
Significant Office Admin experience (at least 3 years paid work in last 7 years)	Essential
Experience in a customer facing or personal service	Essential
Experience of dealing with situations of loss, stress and or grief	Desirable
Administration of cash handling and processing of accounts	Desirable
Knowledge, Skills and Abilities:	
Well presented with pleasant, sensitive manner	Essential
Excellent telephone and interpersonal skills	Essential
The ability to accurately record information in an interview situation	Essential
Initiative and ability to work with minimal supervision	Essential
Good Numeracy and Literacy skills (including preparation of letters)	Essential
Good organisational skills with flexibility	Essential
Ability to prioritise workload & respect confidentiality	Essential
Attention to detail; the ability to work alone and/or as part of a team	Essential
ICT literate (Word/Excel/Outlook/Bespoke CRM programs)	Essential
Good knowledge and experience in the management of resources	Desirable
Special Requirements:	
The ability to deal with difficult situations in an empathetic manner	Essential
Be comfortable with direct contact with the deceased in our care	Essential
Be able to provide care and compassion to distressed families	Essential
Ability to cope with distress without personally affecting you and resilience	Essential
Appreciation of the flexibility the role with no set hours of work ⁺	Essential
Understanding the differing types of bereavement	Desirable
Knowledge of the various stages of grief as bereavement progresses	Desirable
<i>[* The Company reserves the right to enhance these criteria]</i>	

⁺S Clarke and Son Funeral Directors operate 24 hours a day, 365 days of the year, in all weathers and in many varying circumstances. Unfortunately, death does not respect Bank Holidays, personal situations, or private lives and as such we need to be able to respond and be available to families in their time of need.

It is often said that the funeral profession is a vocation rather than a job, and it is easy to see why. Staff need to have varied skills and a genuine desire to offer as much help, guidance, and assistance as is required by the bereaved families we are called upon to serve. Working in the funeral service is by no means an easy career option but, it will certainly be one of the most fulfilling and rewarding. Staff need to have varied skills and a genuine desire to offer as much help, guidance, and assistance as is required by the bereaved families we are called upon to serve. Working in the funeral service is by no means an easy career option but, it will certainly be one of the most fulfilling and rewarding.