



Administrator Role Profile

Purpose

To competently carry out the administration of the Crematorium Service in accordance with the cremation procedures and to provide a friendly, compassionate and efficient front line reception service for the Crematorium.

Responsibilities

- To carry out reception duties including answering telephones efficiently
- To provide a prompt and amenable first point of contact service for visitors to the reception area
- To assist the general public efficiently and professionally with any queries or complaints on the phone, in writing and face to face
- To correctly manage the administrative function including taking and recording bookings; daily liaison with Funeral Directors, Medical referees and ministers; receipting and communication in line with cremation law, prevailing social customs and as directed by the General Manager and Registrar
- To produce all necessary documentation and to operate systems for the correct and accessible keeping of in-house and statutory records
- To manage the daily cremations diary, accurately recording details of instructions
- To liaise with other departments within the Crematorium for the effective communication of daily cremations, disposal of cremated remains (dispersal, transfer elsewhere, burial temporary deposit etc.) and where necessary information on memorialisation
- To deal with memorial request, renewals and make memorial sales. Complete the associated administration, arrange interments and ensure all records are up to date and data is appropriately managed.
- Ensure that Data Protection legislation is adhered to at all times.

The above is not an exhaustive list, and the job holder will be required to carry out other reasonable duties as and when required.

Required Key Skills & Competencies

Good written and verbal communication skills

Working knowledge of Word, Excel and Outlook

Ability to deal with bereaved and potentially distressed persons in a sensitive and compassionate manner

Previous administration and client facing experience

Good attention to detail

Excellent communication skills and the ability to quickly build a rapport with a wide range of people

Pro-actively seek to obtain the information required to do the job. Passes on accurate and timely information to others.

Demonstrate flexibility and remain positive and proactive at all times.

Work well with a team, helping and supporting each other.

Anticipate and respond to the needs of the Company and its customers, looking for and using opportunities to exceed customer expectations and ensuring consistent quality in all their dealings with employees and customers.

Take ownership of their own Training and Development and partakes in any training deemed necessary by the line manager or management.

Support the training and development of apprentices, work experience students and new staff when required.