



JOB DESCRIPTION

Job Title: Administrator

Reports to: Support Service Manager / Area Manager

Overall Purpose: To ensure consistent delivery of the highest levels of client service as set out in 'Helping our Clients Every Step of the Way'. To accurately complete all administration to the Community Group.

Key Performance Dimensions

Job performance will be measured on the following dimensions:

- Quantity and quality of administration throughout

KEY RESPONSIBILITIES

Client Service Excellence

- ensure consistent delivery of the highest levels of client service and provision of all aspects of 'Helping our Clients Every Step of the Way'
- produce various letters and invoices for clients as required and answer queries when appropriate
- provides excellent client service to all internal/external` customers
- suggest refinements and improvements in client service to Support Service Manager/ Area Manager
- carry out any other duties when reasonably requested to do so by your Line Manager

Operational Efficiency ¹

- input information into a computer, using the COMPASS system or any successive system that the company may introduce
- collate petty cash returns
- clearly and accurately manage the disbursement cheque system ensuring at all times that the company procedure is followed
- ensure compliance to credit control, with client letters being sent at appropriate intervals and monitoring outstanding accounts against company requirements
- to maintain accurate, indexed records of funeral arrangements, accounts, banking sheets
- ensure that stationary stocks are kept at a reasonable level, without shortage or overspend
- assemble staff orders, or garage orders for a number of offices as required

¹ Operational demands may require the Administrator to undertake certain Funeral Service Arranger's duties

- identify unnecessary costs and recommend controls to Line Manager
- ensure that company policy and procedures regarding the management and handling of cash is adhered to
- assemble the information required for submission to Head Office by means of weekly courier collections
- ensure that the working practices, facility, and it's equipment are maintained to the highest standards according to Health and Safety
- fully comply with all Dignity's Internal Procedures and NAFD Code of Practice
- attend training sessions as and when requested

Business Growth

- always behaves as an ambassador for the company
- create revenue growth through efficient credit control

KEY COMPETENCIES

- Attention to Detail
- Self-management
- Client Focus
- Respecting the Deceased
- Communication
- Team Working
- Problem Solving
- Adaptability
- Integrity
- Sensitivity
- Commitment
- Quality Standards
- Flexibility

Additional Competencies for Team Leader:

- Team building and working
- Developing staff
- Approachability
- Decision making and problem solving

PERSON SPECIFICATION

Key Criteria:

- committed to the provision of excellent client service
- completed full time education to an acceptable standard e.g. GCSE
- good numeracy and literacy skills
- at least average reasoning ability
- good keyboard skills
- basic computer skills e.g. Microsoft word, spreadsheets
- commitment to corporate funeral service

Please sign to say that you have read and understood this job description returning it along with your contract to your Line Manager. You will need to keep the copy for your records.

Signed

Date

Print Name

Employee Number