

DIGNITY PLC

J O B D E S C R I P T I O N

JOB TITLE: Crematorium Administrator

REPORTS TO: Business Leader

JOB GRADE: Employee

PURPOSE OF ROLE

To ensure consistent delivery of the highest levels of client service as set out in 'Serving our Local Communities'. To accurately complete all administration relating to the Crematorium & the cemetery if applicable.

PERFORMANCE MEASURES

- Quantity and quality of administration throughout.
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KEY RESPONSIBILITIES

Client Service Excellence

- Answer the telephone, dealing with Funeral Directors and Crematorium/ Cemetery enquiries.
- Produce various letters and invoices for clients as required and answer queries when appropriate.
- Carry out administrative tasks relating to the processing of memorial agreements, ordering of memorials, subsequent quality checks and issue of works instruction for placement.
- Suggest refinements and improvements in client service to Line Manager.
- Provide excellent client service to all internal customers.

Operational Efficiency

- Input information into a computer, using the COMPASS system or any successive system that the company may introduce.
- 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 set at appropriate intervals and monitoring outstanding accounts against company requirements.
- To maintain accurate, records of service arrangements, accounts, banking sheets etc.
- Ensure that stationary stocks are kept at a reasonable level, without shortage or overspend.
- 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.
- Ensure compliance with the Standards of Quality Manual and Dignity's Internal Procedures.

- Ensure that the working practices, facility, and it's equipment are maintained to the highest standards according to Health and Safety legislation and Company regulations.

Business Growth

- Always behaves as an ambassador for the company.
- Create revenue growth through efficient credit control.

Other Duties

- Though your main role duties may be as presented above, we train all of our employees to be dual duty trained. Therefore, you will also be required to work within one of our other area including Grounds, Cremator back-of-house, Chapel of Rest and Administration Offices.

SCOPE OF ROLE

Reports to: Business Leader

Direct reports: NA

Indirect reports: NA

WOULD SUIT SOMEONE WHO:

- Committed to the provision of delivering excellent care and client service.
- Supportive to colleagues and contributory to a positive work environment.
- Reliable; both in terms of timekeeping and fulfilling agreements.
- Well presented and aims for high standards in role.
- A good communicator, with literacy and numeracy skills appropriate for role.

KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

Experience

- A key Team player and can work collaboratively with others.
- Following instructions/processes.
- Administration experience preferred although not essential.
- PC Literate – able to utilise MS Office Packages (Word, Outlook, PowerPoint, Excel etc.)

Education/ Qualifications

- Educated to GCSE or equivalent level.

General

- An enthusiasm towards building relationships in your community and an understanding of local geography are useful in this role.
- Warmth, personal resilience, and professionalism are key.

