



**JOB TITLE:** Admin Assistant  
**SALARY:** £13,048 - £13,309 (pay award pending)  
**HOURS:** 25 hours per week - 08.30-13.30.  
Flexibility to cover full time for periods of annual leave or sickness  
**CONTRACT:** Fixed Term until 30 September 2022

### **WHAT IS THE ROLE?**

You will undertake admin duties in respect of individual cremations and provide an effective administrative service for the Crematorium.

#### **You will:**

- Carry out admin tasks for cremations, including inputting data and producing all necessary documentation
- Accept and receipt payments for the Book of Remembrance, Memorial Cards and other relevant income
- Book funeral services and appointments for the scattering of ashes
- Answer phone calls and deal with reception enquiries efficiently, professionally and sensitively
- Liaise with Funeral Directors and advise Celebrants/Ministers as necessary regarding detailed funeral arrangements
- Pass cremated remains to Funeral Directors and members of the public
- Monitor emails and post and respond promptly
- Be responsible for placing orders to ensure the smooth running of the Crematorium's services
- Operate an effective and precise filing system for the Crematorium's preliminary application forms and Book of Remembrance
- Clean and prepare chapels and public areas around the crematorium site.
- Oversee services in chapels and assist with the proceedings of services.
- Undertake such other clerical tasks as required by the Manager and Registrar consistent with the grading of the post and necessary provision of an effective and economical service at the Crematorium

### **WHO IS THE PERSON?**

#### **It's important to us that you:**

- Have the ability to work in a highly sensitive environment, with the highest level of dignity towards the deceased and their families
- Have strong communication skills, both verbally and written
- Are able to manage your time effectively and respond to changing priorities
- Can process detailed information accurately
- Are confident in the use of multimedia equipment and ICT packages including Office 365, Microsoft Word and Excel.
- Have a customer-oriented approach and a positive and professional attitude at all times.