



Job Description – Funeral Administrator

This position requires a high degree of professionalism and integrity and requires the employee to uphold the impeccable standards that we set at Rosedale and contribute to the smooth and efficient running of the branch. All our Funeral Administrators are required to hold the Diploma in Funeral Arranging and Administration and a current First Aid Certificate.

Funeral Administrators are expected to act as ambassadors for Rosedale in their dealings with the public and to show care and concern, especially to bereaved families and also to their colleagues. The company will expect a high level of commitment and loyalty and Funeral Administrators must be prepared to work for as long as is reasonably necessary to accomplish his/her tasks.

All staff are expected to comply with the company policies and procedures as set out in the Employee Handbook, Policies and Procedures Manual and Health & Safety Manual. In addition, Funeral Administrators are expected to follow the National Association of Funeral Directors Code of Practice at all times.

Primary Roles

You report to the Administration Manager of Rosedale. Your work may or may not be designated to a specific branch of Rosedale, but in any event, there must be a willingness to assist at other branches when the need arises.

As a key holder, you should be prepared to open and close the branch and transfer the telephones at the beginning and end of the day.

Take first calls from families and provide the support that they need in a professional yet empathetic way, building rapport and assessing their needs, providing adequate information and guidance, including financial information for those who may yet be undecided which funeral director to use, and guiding them through the process of bringing the deceased into our care.

Arrange all types of funeral, including burial, cremation, DIY, pre-need and direct cremation.

Carry out all administrative procedures following the arrangement of a funeral, including preparing the required paperwork for the cremation or burial, data input into Funeral Manager, setting up on line tribute sites, dealing with charitable donations, floral tributes and music requests, confirming funeral arrangements to clients and third parties, producing workshop instructions/coffin orders, service sheets, Funeral Conductor and gravedigger instructions and inserting death announcements. It is imperative that the "TO DO LIST" for each funeral is updated as each task is completed so that anyone in the branch can see at a glance the complete and outstanding tasks.

Carry out other clerical and computer duties within the branch, such as raising invoices, dealing with the petty cash, banking and chasing outstanding debts, ensuring that all the documents and information required by the accounts department are accurate and forwarded on a timely basis.

Assist families with the administration and purchasing of pre-payment plans and be proactive in your approach with these.

Receive doctors to the funeral home and allow them access to the deceased in order to complete the cremation paperwork.

Arrange and perform viewings in the chapel of rest

Build and maintain good working relationships with hospital, cemetery, and crematoria staff, Coroners, gravediggers, clergy, civil celebrants, florists, doctors, nursing home staff, solicitors, memorial masons, other local influencers and the wider local community.

Take a proactive role in promoting Rosedale and its services and values by assisting with the implementation of the marketing plan. This could include, but is not limited to organising window displays, supporting community initiatives, promoting the Bereavement Support Groups, promoting and selling pre-paid funeral plans or organising and assisting with training to nursing home staff and other professionals

Promote, support and attend the three key events of the Rosedale calendar, the staff away day, the Walk of Remembrance and the Christmas Service of Remembrance as well as a minimum of one fundraising initiative per branch per annum.

Be responsible for the tidiness and cleanliness of the office and public areas of the funeral home, ensuring that window displays, literature in reception and arrangement areas and literature off display yet still readily available to clients is both appropriate, relevant and up to date, including the adult and children's book baskets.

Receive cremated remains into our care. Keep a record of and monitor the storage of cremated remains. This will include monthly checks of cremated remains in our care and following up with families to arrange for them to be sent to their final destination.

Secondary Roles

Act as a role model/mentor for any apprentice, trainee, new member of staff or work experience student and allocate them the time they need to learn the appropriate roles in the profession, including supporting them with any coursework if required.

Effecting the removal of the deceased from the place of death and bringing them into the care of Rosedale.

Preparing the deceased for a burial or cremation, including placing them in coffins and preparing them for viewings.

Be available to a reasonable degree to take part in the out of hours phone rota and carry out arrangements and viewings.

Carry out other duties at the request of the management that are within his/her capabilities.

Rosedale Funeral Home has achieved Investors in People status and all staff are encouraged to work towards individual, team and company objectives and understand how these relate to each other. Everyone is expected to take responsibility for ensuring communication by Rosedale staff is excellent, both internally and externally and are encouraged to generate ideas and suggestions that may enhance the effectiveness, quality of service and professionalism of Rosedale.

Note: During the course of your work at Rosedale Funeral Home 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 Rosedale or your immediate family.

Personal Qualities and Attributes

1. A commitment to diversity and integrity: To be someone who understands and respects diversity and adopts a fair and ethical approach to everyone.
2. Change: To be someone who is open to change and actively seeks to support it.
3. Confidence and resilience: To be confident and resilient – even in challenging situations.
4. Working with others: To be someone who can work easily with others – both within the funeral profession and in the community.
5. Communicate: To communicate effectively – both verbally and in writing.
6. Personal Development: To be someone who is committed to personal development – for themselves and others.
7. Practical abilities: To be practical and able to solve problems in a logical, safe and systematic way.
8. Awareness: Have a good level of awareness to be able to respond to changing circumstances and environments.
9. Excellence: To be capable of achieving and maintaining standards of excellence.