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| **Role Profile** | |
| **Title** | Non-Profit Funerals Administrator |
| **Location** | Glasgow – near Hillington West train station |
| **Salary** | £20,000-22,000 pro rata |
| **Hours** | 25 hours per week |
| **Report to** | Funeral Director |
| **Apply** | Deadline 10am 9 December 2019.  Apply with CV and 1 page covering letter to angela.johnstone@caledoniacremation.org.uk |

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| **Role Summary** |
| Caledonia Cremation is the country’s only not for profit funeral directors. Working with us, everyday you will be making an incredible difference to the lives of bereaved families all across Scotland.  One in seven families fall into debt or poverty as a result of excessive funeral costs – we help provide them affordable options and wrap-around support. An average funeral nationwide costs £5000 – whereas we provide a funeral for £995. But we are also focused on changing the culture around funerals more broadly – spreading the word about how to have personal and flexible funerals that don’t need to cost so much.  This is a role for someone who is highly organised, keen to work in a small team, and who wants to provide support to bereaved families. You would need to be able to work under pressure, showing empathy, tact, maturity and sensitivity with excellent written English with a meticulous eye for detail.  It does not necessarily require any existing knowledge or experience around funerals but rather the ability to act compassionately and complete paperwork carefully.  You will be in touch with families mostly by telephone but also with some Facebook, email and face to face contact.  As a very small team there will need to be flexibility and a willingness to join in on a range of other tasks. We anticipate this role leading towards a more formal adviser role once you have built up more experience and knowledge around funerals. There is some flexibility around determining days/hours for work.  Caledonia Cremation is the trading name of Affordable Cremations Scotland CIC, a social enterprise, part of the registered charity Community Renewal Trust (www.communityrenewal.org.uk). |

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| **Overall Objectives** |
| Support people families to arrange a funeral with Caledonia Cremation.  Ensure all paperwork and processes for every funeral at Caledonia Cremation are complete, accurate and compliant. |
| **Key Accountabilities** |
| Support the arranging of funerals for bereaved families   * Answer incoming calls, messages and emails from people seeking to arrange a funeral. * Provide supportive advice with clear and accurate information about options. * Coordinate with Funeral Director so they can lead on communications and advice with all families. * Liaise with professionals such as mortuary staff, police, Social Security Scotland, Procurator Fiscal and NHS staff. * Liaise with the (separate) team of funeral operatives who independently complete all activities such as recovery, transport, collection and cremation. * Liaise with bereaved family at all times before, during and after funeral to ensure they are supported. * Support payments from families. * Ensure all paper and electronic records are accurate, complete and compliant. * Maintain the dignity of the service and compliance with legal requirements at all times as advised.   Arrange pre-payment funeral paperwork   * Complete paperwork and processes for pre-payment and registration of wishes from people preparing arrangements for their own funeral.   Provide advice and explain our services to people with other funeral-related enquiries   * Answer incoming calls, messages, emails and drop-ins providing basic signposting and advice as directed by Funeral Director.   Return ashes to families   * As only a minor part of the role you may be asked to assist in the return of ashes to families in person.   Manage paper and IT filing systems   * Provide checks of paper and electronic records to ensure they are accurate, complete and compliant. * Other admin duties as required such as photocopying, purchases, and filing   Other   * Ensure communication is clear and compassionate at all times. * Maintain and update a diary so all staff have access to clear information about whereabouts. * Keep all areas clean and tidy and ensuring office and vehicles are secure when not attended. * Help clear-up if office becomes untidy. * Ensure payments in/out are handled correctly. * Escalate all complaints effectively, reporting on complaints and resolutions to Funeral Director. * In conjunction with the Funeral Director, meet external partners (e.g. Citizens Advice Bureaux) to encourage them to refer people to Caledonia Cremation. * Assist and promote Caledonia Cremation’s marketing and fundraising activities. |

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| **Role Requirements** | |
| **Essential Experience** | * Experience in roles focused on administration or arranging processes/paperwork * Experience in a role requiring a competent telephone and email manner |
| **Desirable experience** | * Experience providing one to one advice, especially by telephone * Experience working in a funeral directors * Experience in customer services * Experience in personal or professional life which gave you insight into funerals or funeral poverty * Experience in personal or professional life which gave you insight into issues people facing poverty/disadvantage |
| **Desirable Qualifications** | * Evidence of qualifications at any level requiring numeracy and literacy skills. * A clean driving license (ideally with own vehicle) |
| **Essential Knowledge / Aptitude** | * Excellent ICT skills * Excellent organisational and administrative skills. * A rigorous approach to paperwork and following processes. * Excellent literacy including ability to write accurately and ensure work is proof-read. * Clear and confident telephone manner * Demonstrating compassion, empathy, tact and sensitivity in all situations. * Able to demonstrate a strong commitment to values such as social justice, equality of opportunity and challenging discrimination. * Self-confidence, and able to display an optimistic outlook whilst remaining results orientated, flexible, adaptable, with a ‘can do’ attitude * Motivated, reliable, responsible and able to work under pressure. |