

Independent Family Funeral Director

**Job description for Receptionist/administrator
L. W. Clutterbuck Ltd**

Hello, thank you for interest in becoming a receptionist and admin assistant at L. W. Clutterbuck Ltd. If successful, you will be joining us at an exciting time in our business' history. Over the past few years, we have seen increasing demand for our services, and we are now at the point of expanding our reach in the local area to extend our expertise and professionalism to those who need it most, at the most sensitive and vulnerable times in their lives.

Details of the roles expected and our expectations of those who wish to apply are as follows:

Roles:

- Be the face of L. W. Clutterbuck. Create a good impression
- Greet people upon entering.
- Answer the phone and answer queries, direct calls appropriately or take detailed messages.
- In addition, carry out any reasonable related tasks as directed.
- Taking orders for other funeral related items: grave markers, ashes containers, plaques etc.
- Taking people to view their deceased relative or friend.
- Taking "first calls" from relatives, friends, nursing homes etc.
- Organising ashes interments.
- Organising memorials.
- Sending estimates, invoices, confirmations.
- Typing and sending obituaries, mourners reports, announcements.
- General banking.
- Counting and sending donations.
- Arranging pre-paid funeral plans.

Training will be provided, followed by an opportunity to gain a qualification.

Pay and hours:

- From £9.50 per hour depending on experience.
- Hours required are: 9:00am – 5:00pm Monday-Saturday (5 days with rotational day off)
- Additional hours may be available.
- Working base locations could be at our Cam or Thornbury offices.

www.LWClutterbuck.co.uk

Dursley
(01453) 54 27 54

L. W. Clutterbuck

Thornbury
(01454) 66 00 88

— Ltd —

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Please send an up-to-date CV and covering letter to L. W. Clutterbuck Ltd Funeral Directors at 24-26 High Street, Cam, Dursley, Glos., GL11 5LE or via email to enquiries@lwclutterbuck.co.uk by 9am Wednesday 22nd September 2021. We will then contact you by 5pm Thursday 30th September 2021 to let you know if you have been unsuccessful or to invite you to an interview which will be held on 7th or 8th October 2021. If you have any questions about this position or the application, please feel free to speak to any one of us.

Please continue for a Person Specification and Core Values.

www.LWClutterbuck.co.uk

Registered address:
24-26 High Street, Cam
Dursley, Glos, GL11 5LE

Directors:
Mr Jeremy Clutterbuck BSc
Mrs Lynn Hallam

*Company registration
number:*
4716310

*VAT Registration
number:*
771 5191 25

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Person specification

	Essential	Desirable
Qualifications	<i>Maths and English GCSE level 4+ (A-C)</i>	A higher/further education qualification.
Experience		Telephone, Sales, Previous work in the industry.
Knowledge	Be able and keen to learn new things	Business knowledge
Personal aptitude and skills	Be prompt and reliable in all tasks Excellent interpersonal and communication skills Ability to work on own initiative Ability to work as part of a team Be able to use IT: use the internet, word processor and database and take on board any training of internal systems.	
Disposition	Be calm, polite and friendly Be positive and committed Be able to take on ideas enthusiastically and follow instruction. Take pride in their work.	Be able to contribute to the financial success of the business with ideas and suggestions Think beyond what needs to be done.
Other requirements	Honour our core values Be aware of safety and security of premises and staff Understand and be willing to contribute to our role in the community A DBS check will be required.	Be flexible and adaptable Be able to be responsible for working on your own (While in the office and sometimes remotely)

Please turn over for our core values.

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Core Values

