**SOUTH-WEST MIDDLESEX CREMATORIUM BOARD**

**Job Title: Administration Officer**

**Responsible to: The Office Manager**

**PERSONAL SPECIFICATION**

**Experience**

* Experience in all aspects of administrative work
* Experience of working in a very busy customer-facing office, working to tight deadlines in a sensitive environment
* Experience of working accurately and methodically paying attention to detail
* Experience and understanding of the requirement to maintain confidentiality of manual and computerised records
* Experience of understanding, interpreting, and applying regulations to ensure procedures are followed correctly
* Ability to deal sensitively and effectively with distressed and emotional customers, using tact and discretion

**Knowledge and Skills**

* Experience of providing a very high standard of customer care when dealing with the bereaved, internal and external customers on a daily basis
* The ability to communicate effectively with a wide range of people, including the newly bereaved, funeral directors, ministers/celebrants, and colleagues, both verbally and in writing
* Excellent administration and organisational skills combined with the ability able to work on own initiative
* Good IT skills, using Microsoft Word, Excel, email, and use of databases
* Ability to work within strict legislative requirements and high service standards, complying with the Charter for the Bereaved and the Guiding Principles of the ICCM
* To demonstrate a clear understanding of, and a commitment to upholding The Board’s Diversity and Equality in Employment and Service Delivery Policies
* Ability to embrace change and have flexibility to respond to the needs of the service
* To assist and support the office manager in all aspects of administration responsibilities as required
* Ability to deal with competing time-sensitive priorities, to ensure you know the status of your work at any given time
* Ability to work effectively within a team, supporting your colleagues to command the confidence of members of the public and other stakeholders in the service

**Values and Behaviours**

* Be flexible and innovative
* At all times respect confidentiality and the dignity of others
* Be highly driven and determined to make a difference
* Willingness to undertake training as directed
* To work positively with colleagues in the team and across the organisation to ensure consistent good practice
* Ability to present oneself smartly and appropriately for a customer-facing role meeting the newly bereaved