

Job Description
 Front of House
 Arthur C. Towner Ltd

Job title	Front of House
Department/Section	Front of House
Main purposes of job	<ul style="list-style-type: none"> • Assist in the day to day operations of the administration team. • First point of contact and the face of Arthur C. Towner Ltd. • Support and liaise with bereaved families and staff. • Supporting Ashes management process. • Supporting Chapel of Rest visits.
Key tasks	<ul style="list-style-type: none"> • All visitors are professionally greeted, answering general enquiries and providing refreshments. • Supporting visits to the Chapel of Rest where you will check identification before the visit and show families/friends into the Chapel. • Responsible for accurately recording all updates, correspondence, and communication in the internal management system. • Arrangements meetings are to be recorded in the visitor's record and all contractors are to be recorded for health & safety reasons. Visitors attending Meeting Arrangements to be offered drinks. • Receiving floral tributes from florists & entering into the flower book if not recorded by the florist. • At times you will be required to assist with loading ceremonial vehicles and to comply with any processes which are required by the registered medical practice. • Supporting the administration of invoices and payments when required. • Booking appointments accurately in line with company procedures and ensuring relevant colleagues are made aware. • Supporting the ashes management process, booking in and supporting families on collection. Ensuring accurate updates are recorded at all times onto the internal management system. • General administration duties include preparation of letters, handling mail, remaining organised, completing daily tasks, end-of-day banking and ensuring the reception area is clean and tidy. • Answering telephones, within the agreed company policies and dealing with transferring calls and general enquiries. • Recording First Calls to gather the correct information, taking care to record details accurately.

	<ul style="list-style-type: none"> • Dealing with all initial enquiries, responding to them and directing them to the relevant person where necessary. • Attend regular training in relation to your role and health and safety. • Actively report near misses across the business. • Strictly adhere to GDPR laws.
Person Specification	<ul style="list-style-type: none"> • You will be required to have a sympathetic, understanding and patient manner. • Computer-literate, good telephone skills and the ability to multi-task. • Accurate and detailed record taking, with clear data entry. • Excellent communication skills. • Excellent attention to detail.
Key results/objectives	<ul style="list-style-type: none"> • Accurate record keeping. • All procedures and policies strictly adhered to. • Professional, courteous and sympathetic approach to work.
Responsible for staff/equipment	<ul style="list-style-type: none"> • All Arthur C. Towner Ltd equipment and machinery trusted to your care in the course of your employment.
Additional Duties	<ul style="list-style-type: none"> • You are required to fulfil any reasonable request made by the company, for the business interests of Arthur C. Towner Ltd.
Reporting to	<ul style="list-style-type: none"> • Administration Manager – Lori Webb

I sign below to confirm understanding of the role and its responsibilities.

Employee signature: _____ Date: _____

Manager signature: _____ Date: _____