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| **Role title** | Administrator | **Full or Part Time** | | FT |
| **Reports to** | Operations Manager | **Direct Reports** | | None |
| **About Westerleigh Group** | | | | |
| Westerleigh Group cares for over 60,000 funerals every year. With more than 450 employees across 40 sites in the UK Westerleigh Group is the largest independent operator in the UK.  Each funeral is an incredibly important one-off event for the bereaved and we make a difference to all those people who we interact with. All parts of the Westerleigh team contribute to this, from colleagues working closely with families, our grounds teams providing beautiful settings, colleagues at AK Lander making high quality memorials, the Development team constructing new sites and HR and Finance functions providing support to all colleagues. Our Vision  * We provide exceptional care in a beautiful setting, so that families and friends can remember, mourn and celebrate the lives of their loved ones in a way that is uniquely personal.   We have big ambitions; to grow and invest in our sites, maintain our vision, further develop our loyal and committed workforce and to provide best in class facilities for our customers. | | | | |
| **Role purpose** | | | | |
| To work flexibly within the factory administration team to ensure the administration, ordering and financial administration take place in a timely manner. You will be responsible for keeping records up to date and ensuring customers receive the best communication and customer service. | | | | |
| **Responsibilities / Accountabilities** | | | | |
| **Overall Accountability:**   * Dealing with all correspondence (written and electronic) in a professional and timely manner. * Communicating via email, verbal and written correspondence with all levels of customer – internal within the Group and external. * Dealing with customer enquiries. * Processing orders through to production. * To review orders with suppliers for quality control and SLA management. * To participate in stock takes as necessary. * To adhere to and maintain robust complaints procedure – prioritising customer service delivery at all times, escalating to the Office Manager as appropriate. * Ensure the Westerleigh Group Values (Safety First, Exceptional Care, Uniquely Personal, One Team) are consistently demonstrated. * Ensure compliance with Company H&S processes and procedures. | | | | |
| **Experience/Knowledge/Skills** | | | | |
| **Essential** | | | **Desirable** | |
| **Experience**   * Working knowledge of Microsoft office suite. * Experience of working in a professional working environment. * Ability to work under own steam but also as part of the team. * Self-starter for on the job training and also for completion of module based Learning tool. * Literate and Numerate with reasoning skills. | | | **Experience**   * Moderate experience with Excel * Understanding of Microsoft “Teams” * Ability to work within Sharepoint framework | |