

DANIEL ROBINSON & SONS

INDEPENDENT FAMILY FUNERAL DIRECTORS



The Role of Funeral Administrator

A typical day in the life of a Funeral Administrator

- 9.00am Arrive at the office. Check everything is clean and tidy.
Receive notification from the Duty Manager that a deceased was brought into our care.
- 9.30am Telephone the next of kin to advise them of the next steps, regarding registration and to have a preliminary discussion about the funeral arrangements. Make an appointment for them to come to see me the following day. Telephone the doctor's surgery to request cremation paperwork.
- 10.00am Continue to progress my ongoing funeral arrangements, including booking music at the crematorium, contacting the florist, preparing a service sheet and sending confirmations to the family, celebrant and gravedigger.
- Log some donations received by post, send out some client receipts and make up the banking.
- 12.00pm Prepare Chapel of Rest and transfer a deceased ready for viewing.
- 12.30pm Greet family and show them into the Chapel of Rest.
- 2.00pm Receive a First Call from a nursing home advising that one of their residents has died. Arrange for our on- call team to attend.
- Telephone the next of kin from the nursing home removal to advise that the lady is now in our care and to offer help and guidance. They are not ready to discuss the funeral arrangements yet so I will call them again tomorrow.
- 3.00pm Telephone the family whose funeral is taking place tomorrow to run through the arrangements and to ask if they have any last minute questions or concerns.
- 4.00pm A lady calls in to ask about a headstone for her husband's grave. I discuss the options available and show her the examples in our showroom. She made a selection so I helped her to decide on the inscription and have sent her request to the stonemason for a layout and cost. (I will type this up and send to the lady in due course).
- 4.30pm Check through a draft service sheet before emailing to the client and minister for approval.
Check all paperwork up to date before leaving for the day.

*We asked a few of our Administrators about their role,
and here is a selection of their responses:*

What was your main career before you joined the Funeral Profession?

- ◆ Bank Clerk
- ◆ Legal Secretary
- ◆ Community Ambulance Driver
- ◆ Healthcare Assistant

What do you like most about your job?

- ◆ Helping people through a difficult time
- ◆ It can be very rewarding knowing that you have made a difference
- ◆ Looking after families who are visiting the Chapel of Rest
- ◆ No 2 days are the same

Is there anything you don't like about your job?

- ◆ Sometimes the families can be very demanding but I know they are grieving and just continue to do my best to help.
- ◆ Very often it feels as if there aren't enough hours in the day and it can be pressured at times.
- ◆ Having to tell a family that they can't have exactly what they want - we usually try to find an alternative but there are quite strict rules about some things, such as memorials, which we are unable to override.
- ◆ No - I love all of it!

What would you consider to be the main skills required to be a Funeral Arranger?

- ◆ Keen eye for detail
- ◆ Good listener
- ◆ Good communicator, and comfortable dealing with different types of people
- ◆ Compassionate and Empathetic
- ◆ Able to remain calm and think on your feet
- ◆ Organised and methodical