



## Person Specification

**Job Title:** Office Manager / Funeral Support  
**Branch:** Douch Family Funeral Directors covering Ferndown & Parkstone

Selection Criteria	Essential (E) / Desirable (D)
<b>Knowledge</b>	
Experience of working in a busy office environment	E
Experience of organising own work	E
Experience of using in-house systems	D
Awareness of good data management practice i.e. Freedom of information; data protection legislation.	E
Knowledge of Funeral Industry	D
Understanding of the CMA regulations	D
Understanding of the FCA regulations	D
<b>Skills</b>	
Excellent planning and organisational skills	E
Accurate data entry	E
Proficient IT skills with the ability to use outlook, word, excel	E
Excellent verbal and written communication skills	
Excellent time management skills	E
Ability to work on own initiative	E
Ability to solve problems without referring to Management	E
Able to prioritise own workload by managing deadlines whilst working under pressure	E
Ability to multi task	E
Excellent interpersonal and communication skills with ability to adapt their style accordingly	E
<b>Attributes</b>	
Able to work effectively to deadlines without supervision	E
Excellent attention to detail	E
Effective team member but with the ability to work independently	E
Excellent time management and prioritisation skills.	E
Flexible and adaptable approach	E
Confidential and diplomatic as appropriate	E
Ability to provide a first-class customer service to ensure each client has an exceptional experience.	E
Strong customer service ethos	E
Commitment to own personal and professional development	E