

Maths Skill: "Use of positive or negative numbers"

Used in the workplace at L.W. Clutterbuck:
Independent family Funeral Directors in Cam, Gloucestershire



Andrew Frost, Funeral Manager

"Cashflow is something I continually have to monitor as a manager of a small business, particularly in funeral work. I need to make sure our accounts don't go too far into negative numbers, by monitoring the money we have coming in and what we have going out.

There are big expenses that we have to pay for in advance, such as cremation and burial fees, grave diggers' fees, doctors, clergy and officiants' fees. On top of that we have to pay for overheads such as staff, fuel, vehicles and coffins. We don't see any money back until after the funeral.

I regularly need to check our bank accounts and make sure our customers pay their invoices. This can be hard when we're busy as all efforts go into the funerals. We need a very understanding bank manager, that recognises the problems that small businesses face – ours knows that if we go into the red, it won't be long before our account is back into positive numbers again."

About Clutterbuck Funerals

L.W. Clutterbuck Ltd are a family-run funeral director business, serving the community of Cam and surrounding areas. The family have been involved in funeral directing for 180 years, with 6 generations of funeral directors. They offer a wide choice of funerals and will try to accommodate all requirements, as well as advising on the pros and cons of different funeral options. Also in the vicinity, and run by the family, are Clutterbuck's Home & Garden store, Cam Post Office and Clutterbuck's Cards & Gifts.

Who do Clutterbuck Funerals Employ?

Currently 5 employees and 15 casual staff for the funerals business, including:

- Funeral Director
- Assistant Director
- Secretary
- Drivers
- Funeral Manager
- Funeral Operative Assistants
- Bookkeeper/Receptionist

Range of Salaries: starting from £17,500 a year for funeral directors without experience, rising to c£28k+ per year for a qualified branch manager. Salaries vary depending on location and level of responsibility.

Skills Shortages: In this business, staff need good verbal communication skills so that they can talk to customers and put them at ease. They also need good Maths skills as staff need to handle payments and donations from funerals. Having a willingness to learn and the right attitude can help you to progress in this industry.

Useful Links

www.lwclutterbuck.co.uk

<http://nafed.org.uk>

<https://nationalcareersservice.direct.gov.uk/job-profiles/funeral-director>



See the accompanying film production for more on the use of this skill

Video summary: Managers need to be aware of positive and negative numbers at Clutterbuck Funeral Directors so that...

- Peaks and troughs in outgoings vs income are managed
- Bank balances do not fall too far into negative numbers
- Payments to suppliers can be made in a timely manner.