

Directorate:	Growth, Environment and Transport
Unit/Section:	Growth & Communities Public Protection Coroners
Grade:	KR10
Responsible to:	Coroner Service Operations Manager
Group Technical Lead	Public Protection Group - Development Manager (Systems & Data)

Purpose of the Job:

To work collaboratively as part of the coroner service management team to optimise and deliver a high quality, cost efficient service for Kent and Medway residents. To lead the continuous digital transformation and automation of service wide initiatives and improvements for the service. Perform the function of line management, quality and performance monitoring and advisory role for coroner service team members to ensure high standards of professional good practice within the framework of local policy, official guidance and legislative requirements. Work flexibly to meet and respond to service needs.

Main duties and responsibilities:

1. Lead, develop and implement a new digital court solution and coroner service website, innovate, design and fully integrate IT systems to office procedures. Using project management and lean principles attain continuous digital and IT transformation to optimise effective service delivery within KCC strategic delivery plans and statutory and budgetary frameworks
2. Negotiate, conclude and monitor the range of IT related contracts required by the service in collaboration with KCC commissioning where relevant, manage the relationship with contractual partners to ensure value for money and continuity of service is achieved and performance and compliance is within contract terms and conditions
3. Lead business continuity planning for all IT applications, monitor and respond to current or future threat and risk across all IT activities and integrate with other contingency plans to ensure the service is resilient and able to respond to and manage incidents or emergencies that threaten to disrupt or challenge service delivery
4. Lead, develop and maintain standard operational procedures, robust quality assurance framework and performance targets, utilising lessons learned from dealing with complaints, establish a user competency framework for the coroners case management, other electronic systems and software in order to secure effective service delivery in accordance with data protection and information governance principles within KCC policy and local requirements
5. Design, plan and lead the CST members through the continuous digital transformation programme and augment individuals skills and confidence, provide guidance and effectively supervise all aspects of the technical functions to ensure the coroners can meet their statutory obligations
6. Manage the strategic relationship with the Public Protection technical lead, develop and maintain an extensive network to ensure external and internal stakeholder engagement

and partnership working to maximise innovation and find creative solutions. Ensure extensive knowledge of the software solutions and perform the role of service lead in the national coroners digital agenda and advocate for Kent and Medway coroner service to be a centre of excellence

7. Deliver a consistent first line management function of the coroner service team, support, encourage and motivate staff, undertake supervision and annual performance appraisal activity, promote a safe, respectful and supportive workplace. Manage in accordance with KCC Values, policies, procedures and strategies to maximise individual potential and a strong team culture
8. Optimise recruitment and retention of staff and succession planning. Provide initial training and develop an IT focused CPD programme to ensure integration with all office procedures and activities, establish lead and support a team of software superusers/ coroners technical support officer. Ensure individual compliance with all office procedures to ensure consistency and continuity to deliver a high-quality coroner service
9. Provide advice and support out of hours and bank holidays and in the event of a mass fatality or other critical incident to ensure service delivery is always maintained
10. Undertake directed and self-directed learning, during and outside of work time, to inform own practice and personal development and support the development of coroner service team members and to lead a competent and effective coroner service team
11. Work with due regard to the views of the senior coroner(s) to establish the range of service specific policies and procedures both internally and externally, to optimise the effectiveness of service delivery within budgetary constraints and ensure the needs of the residents of Kent and Medway remain at the centre of service delivery

Footnote:

This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

Kent County Council

Person Specification: **Coroners Office Manager (Systems Management)**

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	<ol style="list-style-type: none">1. English GCE A level grade C or above; Level 4 or 5 Diploma (or equivalents)2. Professional IT qualification or demonstrable equivalent level of skill using Microsoft 365 and database applications3. Leadership and Management NVQ4 or equivalent; Kent Manager (or completion within 12 months)
EXPERIENCE	<p>Proven experience:</p> <ul style="list-style-type: none">- writing functional specifications, business case and DPIA assessments for new software systems and processes, identify costs and savings and performance indicators- systems analysis, formulae and script writing, design, testing and implementation of IT software solutions, risk management and service continuity- delivery of IT solutions that meet the specific statutory requirements eg those applicable to the coroner service as well as KCC compliance- successful innovation, project management and implementation of IT change initiatives to service delivery- budget management forecasting and financial controls for all IT related activity- writing specifications, negotiating and managing IT related contracts and service level agreements- working with a wide range of internal and external stakeholder partners- writing and implementing, policy and office protocols, application of information governance, data protection and confidentiality policies
SKILLS AND ABILITIES	<p>Demonstrate the required range of leadership and interpersonal skills to:</p> <ul style="list-style-type: none">- analytical and problem solving in an unpredictable and pressured environment of competing demands- communicate effectively, influence and nurture culture and develop motivation of individuals and teams- consider the needs of others, act with impartiality, integrity and empathy; promote equality and diversity in all aspects of working- take responsibility for own actions, work in a team flexibly and contributively, adapt and respond positively to change- effectively communicate the vision for digital and wider service transformation and rationale for change and support a team through organisational or procedural change- maintain self-motivation and commit to continuous personal development; empower individuals to develop their knowledge and skills

	<ul style="list-style-type: none"> - managing and leading a team in a demand led setting, measuring and managing performance, objective setting and appraisal - recruiting, training and developing staff; design and delivery of high quality training and materials - monitor and maintain a healthy, safe and secure workplace - assume strategies to develop strong working relationships with team members, coroners, other colleagues and professional partners - ability to travel to meet the requirements of the service at multiple sites in timely manner and participate in the Duty Manager rota (out of hours and bank holidays)
KNOWLEDGE	<p>Extensive knowledge and understanding of:</p> <ol style="list-style-type: none"> 1. Microsoft 365, database applications eg civica coroners or CaseLines, cloud based systems, system administration and configuration, application programming interface, IT security, systems analysis, trends and reporting 2. interpersonal communication and effective leadership capabilities 3. project management, lean approaches to service delivery 4. financial procedures and budgetary constraints, application of value for money checks for all activities 5. awareness of and willingness to work within national legislation and corporate and directorate policies and procedures related to health and safety. Kent County Council policies and procedures for all activities

Kent Behaviours and Values	
The post-holder is expected to support and demonstrate our values	
Values	<ul style="list-style-type: none"> - We are brave. We do the right thing, we accept and offer challenge - We are curious to innovate and improve - We are compassionate, understanding and respectful to all - We are strong together by sharing knowledge - We are all responsible for the difference we make
Our Cultural Attributes	<ul style="list-style-type: none"> - Compassionate & inclusive - Working together – building and delivering for the best interests of KCC - Externally focused – residents, families and communities at the heart of decision making. - Flexible/agile – willing to take (calculated) risks. - Empowering – our people take accountability for their decisions and actions. - Curious – constantly learning and evolving