

## Kent County Council

Job Description: *Coroners Court Usher and Administrator Officer*

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| <b>Directorate:</b>    | <b>Growth, Environment and Transport</b>                       |
| <b>Unit/Section:</b>   | <b>Growth, Communities &amp; Environment / Coroner Service</b> |
| <b>Grade:</b>          | <b>KR5</b>   |
| <b>Responsible to:</b> | <b>Coroners Service Supervisor Office/Courts</b>               |

### **Purpose of the Job:**

In accordance with the relevant legislation and policies and on behalf of Kent County Council, to take a flexible and proactive role to support the smooth running of all aspects of inquest hearings in the coroners' court and relevant administration duties to provide a resilient, high quality, effective and efficient service to the residents of Kent and Medway and place bereaved people at the centre of everything we do.

### **Main duties and responsibilities:**

- Work flexibly and collaboratively with the coroner, coroners (investigation) officers, coroners (court) officers, coroners (administration) officers, coroners court volunteers and other coroners court ushers to effectively deliver the range of court duties and administrative tasks as required to maintain business continuity and team resilience to support the delivery of the coroner service in Kent and Medway.
- Deliver the effective functioning and operation of all electronic court equipment and ensure all evidence and documents are available by making all necessary arrangements to ensure smooth running of the hearings in the coroners' court and that inquest hearings are legally compliant.
- Undertake reception duties at court locations, greet those coming to court for hearings and perform a professional and empathic family liaison function utilising effective communication mechanisms throughout to provide appropriate and timely advice and support to bereaved people and other witnesses or interested persons so that they are fully informed at all stages of the hearings in accordance with local policy and statutory requirements.
- Develop effective working with all professional partners and volunteers to ensure that the procedure of the coroner's inquest is understood and that the correct procedures are followed. Undertake appropriate dynamic risk assessments and adopt conflict management strategies to ensure the safety of all persons attending the inquest hearing.
- Develop and maintain relevant skills and knowledge of all relevant legislation, chief coroners and other official guidance including KCC policies and judicial direction in order to effectively work as a reflective practitioner using appropriate problem solving, taking responsibility for own actions and managing personal workload, to achieve the required standard according to local policy and statutory requirements.

- Collaborate with the coroners court and administration officers to provide support for general administrative tasks so that electronic and where necessary, hardcopy documents are available for court hearings in a timely manner and court recordings and documents are appropriately prepared for the archives.
- Work flexibly and collaboratively with the Coroners Court Supervisor to perform technical support or administrative tasks as required to ensure resilient, timely and effective delivery of all aspects of the service.
- Ensure integrity, fairness and consideration of the needs of others is integral to all of your actions to achieve professional and equitable working practices.

Footnote: This job description is provided to assist the job holder to know what their 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 Court Usher and Administrator Officer*

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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.

|                             | <b>CRITERIA</b>  |
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| <b>QUALIFICATIONS</b>       | <ul style="list-style-type: none"><li>• English GCSE Grade C or above 2</li><li>• IT training or demonstrate equivalent level of skill using Microsoft Office /365, database applications and technical equipment</li></ul>  |
| <b>EXPERIENCE</b>           | <ul style="list-style-type: none"><li>• Office administration including document handling with a customer service element in a role demanding, confidentiality, responsibility, self-motivation and initiative and multi-tasking</li><li>• Public facing role, using effective communication strategies to work with people suffering emotional distress or conflict management and where cultural or religious observances may be significant</li><li>• Using Microsoft Office /365 including MS Teams, Word and Excel data spreadsheets</li></ul>  |
| <b>SKILLS AND ABILITIES</b> | <ul style="list-style-type: none"><li>• Adopt a variety of communication styles including conflict management and handling difficult conversations whilst maintaining empathy and integrity</li><li>• Provide appropriate information that is clear, accurate and unambiguous to professional partners, witnesses and bereaved people. Where appropriate to direct enquiries to relevant sources of advice, guidance and support</li><li>• Demonstrate well developed self-awareness and understand the specific requirements of a sensitive public facing role, such as appropriate appearance and behaviours</li><li>• Ability to assume strategies to protect own health and wellbeing and to dissociate from the emotional aspects of dealing with death and potentially distressing information on a daily basis</li><li>• Consistently organise and manage own work, often with competing demands to always maintain a high standard with diligent attention to detail and within strict time limits</li><li>• Work in a team flexibly and contributively, adaptable and able to respond positively to change</li><li>• Use electronic court equipment and other data packages or willingness to learn</li></ul> |

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|   | <ul style="list-style-type: none"> <li>• Ability to travel to meet the requirements of the service at multiple sites in timely manner</li> <li>• Commitment to equalities and the promotion of diversity in all aspects of working</li> </ul>  |
| <p><b>KNOWLEDGE</b></p>                           | <ul style="list-style-type: none"> <li>• The role of the Coroner and Inquests</li> <li>• An understanding of local government and the expectations of services users</li> <li>• Religious and cultural observances relevant to death and court procedures</li> <li>• Microsoft 365 applications including MS Teams, Word and Excel data spreadsheets</li> <li>• Data protection, statutory information governance and general confidentiality issues</li> <li>• Staff will be expected to have an awareness of and work with national legislation and corporate and directorate policies and procedures relating to health and safety and more generally all relevant Kent County Council policies and procedures</li> </ul>   |
| <p><b>KENT VALUES AND CULTURAL ATTRIBUTES</b></p> | <p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>• We are <b>brave</b>. We do the right thing, we accept and offer challenge</li> <li>• We are <b>curious</b> to innovate and improve</li> <li>• We are <b>compassionate</b>, understanding and respectful to all</li> <li>• We are <b>strong together</b> by sharing knowledge</li> <li>• We are all <b>responsible</b> for the difference we make</li> </ul> <p>Our values enable us to build a culture that is:</p> <p><b>Flexible/agile</b> - willing to take (calculated) risks and want people that are flexible and agile</p> <p><b>Curious</b> - constantly learning and evolving</p> <p><b>Compassionate and Inclusive</b> - compassionate, understanding and respectful to all</p> <p><b>Working Together</b> - building and delivering for the best interests of Kent</p> <p><b>Empowering</b> - Our people take accountability for their decisions and actions</p> <p><b>Externally Focused</b> - Residents, families and communities at the heart of decision making</p> |