

Directorate:	Growth Environment and Transport
Unit/Section:	Growth & Communities Public Protection Coroner Service Team
Grade:	KSD
Responsible to:	Coroner's Office Manager

Purpose of the Job:

In accordance with the relevant legislation and policies and on behalf of Kent County Council, take a flexible and proactive role in wide ranging administrative duties to assist in the smooth running of the Coroner Service including Treasure and all aspects of court hearings 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, coroner's investigation and court officers, coroners court ushers and court volunteers and other coroner's officers to effectively deliver continuity of the administrative functions and court duties as required to maintain team resilience to support the delivery of the coroner service in Kent and Medway.
- Perform professional family liaison function utilising effective communication skills to initiate contact and respond to all service users and stakeholders in a courteous and prompt manner as well as consistently, efficiently, effectively and with empathy.
- 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.
- Act as the initial point of contact (including face to face by telephone and e-mail), assess the nature of the contact, respond and / or refer to the appropriate person according to local policy and statutory requirements
- Develop effective working with all professional partners, including external stakeholders and volunteers to ensure that the purpose of the coroner's investigation is understood and that the correct procedures are followed
- Make all necessary arrangements to ensure smooth running of the inquest hearings in the coroners' court, operate electronic court equipment and ensure all

evidence and documents are available to ensure that inquest hearings are legally compliant

- Support the operation of the case management database, spreadsheets and court calendars, maintain logs or produce reports as required to ensure reliable and accurate information and efficient and effective case management in accordance with General Data Protection Regulation. Upload, modify and retrieve or pursue missing data, crosscheck data, receive and upload incoming reports and records.
- Undertake general administrative duties including but not limited to, monitoring and actioning e-mail accounts, document preparation and distribution, liaise with mortuaries and pathologists, process incoming and outgoing post, receipt and processing of invoices and processing incoming reports and records and to support the leadership team and ensure that all activities comply with financial regulations, service policies and statutory requirements.
- Support the day-to-day administrative activity on behalf of the manager team as required including but not limited to meetings, recruitment and selection, induction of other Coroner Officers to ensure that the whole process runs smoothly.
- Support the training and induction of new team members with the administrative and court tasks to ensure that the correct procedures are followed.
- Develop and maintain relevant skills and knowledge of official guidance and KCC policies including in the area of coroner law and practice, in order to work as a reflective practitioner using appropriate problem solving, taking responsibility for own actions and managing personal workload to achieve the required standard.
- Record, and assimilate all relevant information for reports relating to Treasure, liaise with the Finder and Finds Officer, prepare a file for the coroner, to ensure that the coroner may make fully informed judicial decisions
- Ensure integrity, fairness and consideration of the needs of others is integral to all your actions to achieve professional and equitable working practices. (Same on CAO)

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 Officer*

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	<ul style="list-style-type: none"> English GCSE Grade C or above A level, grade C or above or equivalent ECDL or equivalent or demonstrable level of skill using Microsoft Office/365 and database applications NVQ Administration Level 2 or demonstrable equivalent level of skill
EXPERIENCE	<ul style="list-style-type: none"> Office administration including document handling and record keeping with a customer service element or in a court setting In a role demanding confidentiality, responsibility, self-motivation and initiative and multi-tasking and prioritization Using effective communication strategies to work with people suffering emotional distress or conflict management and where cultural or religious observances may be significant Using current standard Microsoft 365 applications including spreadsheets, electronic diaries, database management with confidence
SKILLS AND ABILITIES	<ul style="list-style-type: none"> Demonstrate the required range of administrative and interpersonal skills to Use written and verbal communication confidently with empathy and integrity, adapting your style to manage conflict and difficult or distressing conversations and to provide appropriate information that is clear, accurate and unambiguous and, where appropriate to direct relevant sources of advice, guidance and support Maintain diligent attention to detail with highly organized, methodical and accurate approach to record management including electronic records, proven numeracy Use a wide range of electronic courts and office equipment and software Work in a team using initiative and appropriate problem-solving skills, to work flexibly and contributively, adapt and respond positively to change Consistently manage own work in a demand led and pressured environment of competing priorities while maintaining high standards of work, accuracy and meeting strict time limits Demonstrate well developed self-awareness and understand the specific requirements of a sensitive public facing role Demonstrate the ability to assume strategies to protect own health and well-being and to dissociate from the emotional aspects of dealing with death and potentially distressing information on a daily basis Commitment to equalities and the promotion of diversity in

	all aspects of working
KNOWLEDGE	<ul style="list-style-type: none"> • The role of the coroner and inquests • Local government and the needs and expectations of service users • Consumable management, document handling, reconciling invoices • MS 365 applications including MS Teams, Word and Excel as well as database management tools, • Awareness of information governance including data protection and confidentiality issues. • Staff will be expected to have an awareness of and work within national legislation and corporate and directorate policies and procedures relating to health and safety and relevant Kent County Council policies and procedures
KENT VALUES AND CULTURAL ATTRIBUTES	<p>Kent Values:</p> <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 <p>Our values enable us to build a culture that is:</p> <p>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</p> <p>Curious - constantly learning and evolving</p> <p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p> <p>Working Together - building and delivering for the best interests of Kent</p> <p>Empowering - Our people take accountability for their decisions and actions</p> <p>Externally Focused - Residents, families and communities at the heart of decision making</p>