

Directorate:	Growth, Environment and Transport
Unit/Section:	Growth & Communities Public Protection Coroners
Grade:	KR11
Responsible to:	Coroner Service Operations Manager

Purpose of the Job:

As part of the coroner service management team, lead and optimise all aspects of the coroner service specific contracts and SLAs, monitor the expenditure and budgeting and the relationship with Medway Council, to deliver a high quality, cost efficient service for Kent and Medway residents and support the long term strategic objective of the service and to advocate for the Kent and Medway coroner service to be a centre of excellence.

Perform the function of line management, quality and performance monitoring and advisory role for coroner service team members to ensure high standards of professional conduct and good practice within the framework of local policy, official guidance and legislative requirements

Main duties and responsibilities:

Work flexibly to:

1. Contract Manage a range of contracts, SLAs or ad-hoc services required by the coroner service working in collaboration with KCC commissioning or legal advice as appropriate, lead and manage the strategic relationship with contractual partners and Medway Council to ensure value for money and continuity of service is achieved and performance and compliance is within agreed terms and conditions
2. Develop excellent understanding of the operational processes in the supply chain. Work collaboratively with providers and the analytical function to inform and ensure the effective forecasting of demand
3. Monitor the coroner service budget, forecast expenditure and income, report exceptions, participate in financial audits, contribute to the annual budget setting process and accounts closedown, report arising pressures to provide effective Medium Term Financial Planning to contribute to the operation of the service within cash limits and in accordance with KCC financial regulations
4. Lead on the work to provide a digital autopsy (DA) service and scoping for a public mortuary (PM) to provide a resilient post-mortem service, perform the function of Human Tissue Authority (HTA) Designated Individual at a DA/PM or other temporary facility as appropriate to ensure legal compliance with the requirements of good working practice and the HTA

5. Monitor the appointment, terms and conditions including the Memorandum of Understanding for Senior, Area and Assistant Coroner to ensure that all appointments are made in accordance with the Chief Coroners and KCC guidance
6. Contribute to the business planning activity and project management of all service improvement initiatives to ensure the objectives of the coroner service are fully implemented within KCC strategic delivery plans
7. Deliver a consistent first line management function of the coroner service team, contribute to recruitment and succession planning activities, support, encourage and motivate staff and undertake supervision and annual performance appraisal activity, promote a strong and respectful team culture in accordance with KCC Values, policies, procedures and strategies to maximise individual potential and a safe and supportive workplace
8. Provide advice and support out of hours and bank holidays and in the event of a mass fatality or other critical incident. Participate in any duty manager rota, to ensure service delivery is always maintained
9. Undertake directed and self-directed learning to inform own practice, personal development and support the development of coroner service team members in order to lead a competent and effective coroner service team
10. Work with due regard to the views of the senior coroner(s) to establish the range of service specific stakeholder services, develop policies and procedures 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 (contracts & budget)**

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 GCE A level grade C or above - Degree or equivalent - IT qualification or demonstrable level of skill using Microsoft Office/365 - Leadership and Management NVQ4 or equivalent; Kent Manager (or completion within 12 months)

	<ul style="list-style-type: none"> - Contract / Procurement qualification or demonstrable level of skill
EXPERIENCE	<p>Proven experience:</p> <ul style="list-style-type: none"> - negotiating, monitoring and managing public sector contracts and procurement activity - writing tender specifications, business cases and reports, DPIA and other assessments for new contracts or budget activity - monitoring costs, identify rising budget pressures, financial reports and controls - project management and implementation of change initiatives and lessons learned to service delivery - working with a wide range of internal and external stakeholder partners - application of information governance, data protection and confidentiality law and policies
SKILLS AND ABILITIES	<p>Demonstrate the required range of leadership & interpersonal skills to:</p> <ul style="list-style-type: none"> - research and write reports, office procedure, policy and other documents - deal with complaints, root cause analysis, manage impact and achieve effective outcomes or resolutions - plan and organise work confidently and pro-actively as self starter, apply analytical problem solving using a solutions focused approach, often in a fast paced, unpredictable complex and pressured environment of competing demands - assume strategies to develop effective strong working relationships with team members, coroners, other colleagues and professional partners (internal and external stakeholders) - consider the needs of others, act with impartiality, integrity and empathy; promote equality and diversity in all aspects of working balanced with the need to make decisions and problem solve in difficult and often complex situations - support, manage and lead a team that are working in challenging front-line roles in a demand led setting, manage attendance, performance, objective setting and appraisal and recruitment and selection activities, support a team through change initiatives empower individuals to develop their knowledge and skills - build trust and communicate effectively, adopt a coaching style to influence and nurture a strong and respectful team culture and develop motivation of individuals and teams - monitor activity for rising risks ensure effective strategies to

	<p>maintain business continuity and other risk management activity</p> <ul style="list-style-type: none"> - maintain self-motivation and commit to continuous personal development, take responsibility for own actions, work in a team flexibly and contributively, adapt and respond positively to change - demonstrate well developed self-awareness of the specific requirements of a sensitive public facing role, the ability to assume strategies to protect personal health and well-being and that of the team to dissociate from the emotional aspects of dealing with death and potentially distressing information - ability to work flexibly and travel to meet the requirements of the service in a timely manner and participate in the Duty Manager rota
KNOWLEDGE	<p>knowledge and understanding of:</p> <ul style="list-style-type: none"> - contract and procurement law and practice, particularly in public services, contract management principles - financial procedures and budgetary constraints, application of value for money checks for all activities - business planning, performance management and control - highly developed and intuitive understanding of interpersonal communication and effective leadership and management capabilities - MS Office /365 - project management - Kent County Council policies and procedures including information governance, data protection and confidentiality issues
<p>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</p>	

<p>Kent Behaviours and Values</p> <p>Everything we do is guided by our Values. They set out who we are as people, what we stand for and how we act.</p>	
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	<ul style="list-style-type: none"> - Compassionate & inclusive

Attributes	<ul style="list-style-type: none"> - 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
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