

Directorate:	Growth, Environment and Transport
Unit/Section:	Growth & Communities Public Protection Coroners
Grade:	KR11
Responsible to:	Coroner Service Operations Manager
Group Technical Lead	Public Protection Group - Development Manager (Systems & Data)

Purpose of the Job:

As part of the coroner service management team lead and optimise the continuous digital transformation and automation of service wide initiatives and improvements to deliver a high quality, cost efficient service for Kent and Medway residents. 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 leadership 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. Lead, develop and implement a new digital court solution, coroner service website, design and fully integrate all IT systems to office procedures, undertake continuous digital and IT transformation to optimise effective service delivery within KCC strategic delivery plans and statutory and budgetary frameworks
2. Lead business continuity and emergency plans and risk registers 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
3. Collaborate with the coroners contract manager for the range of IT related contracts required by the service, 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
4. 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

5. Design, plan and lead the the coroner service team 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. Lead, develop and monitor the application of and compliance with, standard operational procedures, quality standards and performance indicators, respond to and utilise lessons learned from dealing with complaints and feedback, ensure all aspects of the investigative and administrative functions is managed effectively and efficiently to ensure the coroners can meet their statutory obligations
7. Deliver a consistent first line management function of the coroner service team, 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. Optimise recruitment and retention of staff and succession planning. Provide initial training and develop an IT focused CPD programme to develop individual skills and software superusers to to and confidence to ensure continuity and a consistently 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, participate in any duty manager rota, to ensure service delivery is always maintained
10. 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

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	<ul style="list-style-type: none"> - English GCE A level grade C or above - Degree or equivalent - IT qualification or demonstrable equivalent level of skill using Microsoft Office /365 and database applications - Leadership and Management NVQ4 or equivalent; Kent Manager

	<p>(or completion within 12 months)</p> <ul style="list-style-type: none"> - Project management qualification or demonstrable level of skill
<p>EXPERIENCE</p>	<p>Proven experience:</p> <ul style="list-style-type: none"> - writing functional specifications, business case and DPIA and other assessments for new software systems and processes - systems analysis, formulae and script writing, design, testing and implementation of IT software solutions - writing specifications, negotiating and managing IT related contracts and service level agreements - successful innovation, project management and implementation of IT change initiatives and lessons learned to service delivery - monitoring costs, financial planning and controls for all IT related activity - working with a wide range of internal and external stakeholder partners - writing and implementing, policy, office protocols and performance indicators - effectively communicating the vision for digital transformation and rationale for change and supporting a team through organisational or procedural change - application of information governance, data protection and confidentiality policies
<p>SKILLS AND ABILITIES</p>	<p>Demonstrate the required range of leadership and interpersonal skills to:</p> <ul style="list-style-type: none"> - 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, empower individuals to develop their knowledge and skills - recruit, train and develop staff; design and delivery of professional training and materials - monitor activity for rising risks ensure effective strategies to maintain business continuity and other risk management activity - assume strategies to develop strong working relationships with team members, coroners, other colleagues and professional partners

	<ul style="list-style-type: none"> - plan and organise work confidently and pro-actively as a self-starter, apply analytical problem solving using a solutions focused approach, often in a fast paced, unpredictable, complex and pressured environment of competing demands - build trust and communicate effectively including ability to adopt a coaching style to influence and nurture a strong and respectful team culture and develop motivation of individuals and teams - deal with complaints, root cause analysis, manage impact and achieve effective outcomes or resolutions - 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>Extensive knowledge and understanding of:</p> <ul style="list-style-type: none"> - 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 - highly developed and intuitive understanding of interpersonal communication and effective leadership and management capabilities - coroner service delivery obligations and legal framework - business planning, performance management and control - project management - financial procedures and budgetary constraints, application of value for money checks for all activities - 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>	

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