

Directorate:	Growth Environment and Transport
Unit/Section:	Public Protection Coroner Service Team
Grade:	KR5
Responsible to:	Coroners Office Manager

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 in wide ranging administrative support to the KCC Coroner Service Team to assist in the smooth running of the service including court hearings to provide a resilient, high quality, effective and efficient service to the residents of Kent and Medway in relation to its day to day functioning.

Main duties and responsibilities:

1. Act as the initial point of contact (primarily by telephone and e-mail) for the coroner service team, assess the nature of the contact, respond and / or refer to the appropriate person according to local policy and statutory requirements.
2. Perform a professional family liaison function utilising effective communication skills to initiate contact, and respond in a courteous and prompt manner to ensure that the service users are responded to with empathy as well as consistently, efficiently and effectively
3. 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.
4. Ensure efficient management of the case management database, spreadsheets and court calendars, upload, modify and retrieve or pursue missing data, cross-check data, allocate cases for action, 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
5. Undertake general administrative duties including but not limited to monitoring and actioning e-mail accounts, document preparation and distribution including those relevant to case preparation for inquest hearings, liaising with mortuaries and pathologists, processing incoming and outgoing post, receipt and processing of invoices and claims and identification of anomalies; processing incoming reports and records in order that all activities comply with financial regulations and service policies
6. Develop and maintain relevant skills and knowledge of official guidance and KCC policies 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.

7. 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 Coroners Administration Officers to ensure that the whole process runs smoothly
8. 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 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.

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	<p>English GCSE Grade C or above or equivalent</p> <p>ECDL or equivalent or demonstrable level of skill</p> <p>NVQ Administration Level 2 or demonstrable equivalent level of skill</p>
Experience	<p>Proven experience:</p> <ol style="list-style-type: none"> 1. Office administration including document handling and record keeping with a customer service element, in a role demanding confidentiality, responsibility, self-motivation and initiative and multi-tasking and prioritization 2. Using effective communication strategies to work with people suffering emotional distress or conflict management and where cultural or religious observances may be significant 3. Keyboard skills, current standard IT applications including spreadsheets, electronic diaries, database management
Skills and Abilities	<ol style="list-style-type: none"> 1. Demonstrable interpersonal and communication skills with a confident telephone manner 2. A methodical approach to record management including electronic records and proven numeracy ability 3. A methodical approach to record management including electronic records and proven numeracy ability 4. Ability to work in a team using initiative and appropriate problem solving skills, to work flexibly and contributively, adapt and respond positively to change 5. Ability to manage own work in a demand led and pressured environment of competing priorities while maintaining high standards of work and meeting strict time limits 6. Demonstrate well developed self-awareness and understand the specific requirements of a sensitive public facing role 7. Commitment to equalities and the promotion of diversity in all aspects of working

Knowledge	<ol style="list-style-type: none"> 1. Consumable management, document handling, reconciling invoices 2. Database management tools, spreadsheets and completing statistical returns 3. Awareness of 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
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Kent Behaviours and Values The post-holder is expected to support and demonstrate our values	
Open	<ul style="list-style-type: none"> • Act with integrity, honesty and transparency • Demonstrate healthy attitude to risk • Welcome and expect change and evolving technology • Work in new ways • Be willing to learn • Work as a whole council • Treat people fairly and with respect
Invite contribution and challenge	<ul style="list-style-type: none"> • Work collaboratively to find new solutions • Innovate • Put the interests and wellbeing of customers first • Be open to challenge • Actively encourage and expect contribution
Accountable	<ul style="list-style-type: none"> • Do more for yourself • Take personal and professional responsibility for your actions and performance • Deliver at pace • Look for ways to save money • Look for commercial opportunities • Focused on outcomes
BEHAVIOURS AND KENT VALUES	Kent 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