

Kent County Council

Job Description: *Coroners Business Support Officer*

Directorate:	Growth, Environment & Transport
Unit/Section:	Public Protection / Coroners Service
Grade:	KSD
Responsible to:	Coroners Service Supervisors

Purpose of the Job:

In accordance with 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. This includes Treasure and all aspects of court hearings, ensuring a resilient, high-quality, effective and efficient service to the residents of Kent and Medway, placing bereaved people at the centre of everything we do.

Additionally, the post holder will be responsible for the maintenance of business and financial systems, providing specialist advice and resolving queries to support the operational needs of the service. This includes accurate financial record-keeping, invoice processing, database management, and ensuring compliance with financial regulations and data protection standards.

Main duties and responsibilities:

1. Responsible for processing a range of financial and service related transactions to help ensure that invoices are properly managed and policies are adhered to.
2. Overseeing and performing key business support administrative tasks, such as; dealing with telephone enquiries, correspondence, producing reports, processing and receipting invoices.
3. Devise, maintain, monitor and follow business, financial, database and filing systems both computerised and manual. Be familiar with and adhere to the councils policies relating to these matters.
4. Undertake all financial tasks required to maintain and modify the business systems enabling a smooth process from setting up new suppliers right through to payment of invoices.
5. Work flexibly and collaboratively with the coroner, coroners investigations and court officers, coroners court ushers and court volunteers to effectively deliver continuity of administrative functions and court duties as required to maintain team resilience to support the delivery of the coroners service in Kent and Medway.
6. Perform a 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 and with empathy.
7. Make all necessary arrangements to ensure smooth running of the inquest hearings in the coroner's court, operate electronic court equipment and ensure all evidence and documents are available to ensure that inquest hearings are legally compliant.
8. Undertake general administrative duties including but not limited to, monitoring and actioning email accounts, document preparation and distribution, liaise with mortuaries and pathologists, process incoming and outgoing post, receipt and processing of invoices, processing incoming reports and records, and to support the leadership team ensuring all activities comply with financial regulations, service policies and statutory requirements.

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.

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Person Specification: *Coroner Business Support 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 or equivalent.• A level, grade C or above or equivalent• ECDL or equivalent or demonstrable level of skill using Microsoft Oracle and database applications• NVQ Administration Level 2 or demonstrable equivalent level of skill
EXPERIENCE	<ul style="list-style-type: none">• Business support or financial administrative role• Experience 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 Oracle & Microsoft 365 software including spreadsheets, electronic diaries, database management with confidence
SKILLS AND ABILITIES	<ul style="list-style-type: none">• Ability to monitor and process accurate financial records; payment and invoice management of all services purchased• 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 to 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• 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

	<p>distressing information on a daily basis</p> <ul style="list-style-type: none"> • Commitment to equalities and the promotion of diversity in all aspects of working
KNOWLEDGE	<p>Demonstrate knowledge and understanding of:</p> <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 & Oracle • Awareness of information governance including data protection and confidentiality issues
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 Curious - constantly learning and evolving Compassionate and Inclusive - compassionate, understanding and respectful to all Working Together - building and delivering for the best interests of Kent Empowering - Our people take accountability for their decisions and actions Externally Focused - Residents, families and communities at the heart of decision making</p> <p>(If this document is being used for recruitment purposes, examples of Behaviours which support the Kent Values will need to be demonstrated within the context of this post)</p>