

Kent County Council

Job Description: *Coroner Service Operations Manager*

Directorate:	Growth, Environment and Transport
Unit/Section:	Coroner Service
Grade:	KSI
Responsible to:	Head of Service

Purpose of the Job:

This leadership role forms a key part of the Coroner Service Leadership Team and is responsible for supporting the Head of Service in the effective delivery, optimisation and continuous improvement of the Kent and Medway Coroner Service.

The post holder will lead and coordinate a wide range of operational, technical and IT initiatives designed to enhance service quality, efficiency and resilience, ensuring that the service meets its statutory obligations and reflects national best practice. A central focus of the role is to drive transformation and service-wide development activity that strengthens operational processes, modernises working practices and contributes to the ambition for the Kent and Medway Coroner Service to be recognised as a centre of excellence.

They will champion and maintain high standards of conduct, consistency of practice and continuous learning across the team. The role also requires effective partnership working with internal colleagues, external agencies and key stakeholders to support operational effectiveness, service development and long-term planning.

The post holder will provide strong, visible and consistent leadership to the Coroner Service, delivering high-quality line management and establishing a professional, supportive and accountable organisational culture. The post holder will ensure that staff are effectively supported, motivated and developed through structured supervision, robust performance appraisal processes and the consistent application of KCC values, policies, procedures and strategic priorities. The role carries responsibility for maintaining a safe, inclusive and high-performing working environment in which individuals can achieve their full potential. In addition, the post holder will lead the oversight of all quality assurance and performance monitoring frameworks, ensuring that service delivery is compliant with relevant legislation, statutory and national guidance, contractual requirements and local policy frameworks.

Main duties and responsibilities:

- To assess, develop, evaluate and maintain the full range of operational activities to ensure they contribute to the development and communication of the Coroner Service's strategic direction, vision and values. As part of the Leadership Team, the post holder will provide a

solutions-focused approach to complex problems, find creative solutions and maximise innovation to deliver the objectives set out in the Coroner Service Business Plan.

- To ensure a system is continually developed and upheld to provide effective governance, compliance monitoring and quality assurance, supported by a robust framework of operational policies, service standards and key performance indicators within statutory and non-statutory guidance.
- 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 are managed effectively and efficiently to ensure the coroners can meet their statutory obligations.
- Deliver a consistent first-line management and leadership function of the Coroner Service team: support, encourage and motivate staff; undertake supervision and annual performance appraisal activity; mentor and support new or developing managers; and promote a strong and respectful team culture in accordance with KCC values, policies, procedures and strategies to maximise individual potential and maintain a safe and supportive workplace.
- Lead, manage, deliver and evaluate the impact of Coroner Service projects, including transformational or operational change activity, within budget and timescales using recognised project management methodology and communication strategies, and in accordance with the KCC project management framework. Undertake continuous service reviews of all functions, processes, initiatives and transformation projects and design, plan and lead Coroner Service team members through change and service improvements to ensure the objectives of the service are fully implemented within KCC strategic delivery plans and budgetary frameworks.
- Contribute to annual and other overview reports and to service business planning activity, ensuring the objectives of the Coroner Service are implemented within KCC strategic delivery plans to ensure satisfactory outcomes for Kent and Medway residents.
- Monitor the delivery of all Coroner Service contracts through portfolio governance, ensuring they operate in accordance with the KCC commissioning framework, and ensure the Head of Service is fully aware of any areas of concern, under-performance or contract failure so that timely action can be taken to maintain effective, compliant and consistent service delivery.
- To develop and deliver effective local monitoring systems to identify emerging trends or changes in local service need, seeking data from a range of sources—including national agendas and appropriate quantitative and qualitative research—to ensure the service can respond effectively to any change in demand. Ensure the Head of Service is informed so that she can inform strategic delivery partners of significant emerging issues or shifts in service need and lead any changes required as a result. Develop business continuity and emergency plans and risk registers for all aspects of operational service delivery to monitor and respond to current or future threats and risks, integrating with other contingency plans to ensure the service is resilient and able to respond to and manage incidents or emergencies.
- To support the Head of Service in ensuring effective and robust risk management arrangements are in place to identify and manage threat and risk across all service activities, minimising KCC's exposure to uncertainty and ensuring the service remains resilient and able to respond to and manage incidents or emergencies. Provide the Head of Service with timely, clear and detailed information on emerging risks and issues through

effective portfolio management, enabling prompt decision-making, escalation and mitigation.

- Undertake directed and self-directed learning to inform own practice and personal development, and support the development of Coroner Service team members to lead a competent and effective team. Optimise recruitment and retention of staff and succession planning. Provide initial training and continuous professional development opportunities to develop individual skills and confidence to ensure continuity and consistently high-quality service delivery.
- To develop and maintain an extensive internal and external professional network at local and national level to ensure effective partnership working and maximise innovation and creative problem-solving.
- In the event of a mass fatality or other critical incident, contribute to the service response to ensure service delivery is maintained. Where necessary, provide operational cover for staff absence. Provide advice and support out of hours and during bank holidays, and participate in any duty manager rota to ensure service delivery is always maintained.
- Work with due regard to the views of the Senior Coroner(s) to establish service-specific 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.
- Support the Head Of Service with requests for data in a timely manner, ensure all reports requested by Head Of Service are to the scope required and within the timeframe stated.
- To work flexibly, evidencing good judgement and decision making and the ability to respond to emerging service pressures are essential to maintaining a reliable and compassionate service for the residents of Kent and Medway.
- Perform the function of line management, quality and performance monitoring and leadership 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.

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 Service Operations Manager*

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	- English GCSE A level grade C or above or equivalent - 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 (or completion within 12 months) - Project management qualification or demonstrable level of skill
EXPERIENCE	- Supporting, managing and leading a team that are working in challenging front-line roles in a demand led setting, measuring and managing attendance, performance, objective setting and appraisal, empowering individuals to develop their knowledge and skills - Dealing with complaints, root cause analysis, managing impact and achieving effective outcomes or resolutions - Recruiting, training and developing staff; design and delivery of professional training and materials - Writing policy, office protocols and performance indicators, business cases, DPIA and other assessments - Working with a wide range of internal and external stakeholder partners - Project management and implementation of change initiatives and lessons learned to service delivery and supporting a team through organisational or procedural change - Application of information governance, data protection and confidentiality law and policies
SKILLS AND ABILITIES	- 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 - 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 - 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 - Assume strategies to develop effective strong working relationships with team members, coroners, other colleagues and professional partners (internal and external stakeholders) - 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 - Ability to work with and optimise standard IT hardware and software and specific digital solutions for coroner service delivery - Monitor activity for rising risks ensure effective strategies to maintain business continuity and other risk management activity - Monitor costs and rising budget pressures, identify opportunities for efficiencies and budgetary savings - 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	- The statutory and non-statutory framework and service delivery obligations and the broader national coroner service agenda - Highly developed and intuitive understanding of interpersonal communication and effective leadership and management capabilities - MS Office /365 - 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

KENT VALUES AND CULTURAL ATTRIBUTES	Kent Values: - 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 values enable us to build a culture that is: 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
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