

Job Title	Coroners Court Officer
Typical Duties (may include but not limited to), the post holder will:	
<ol style="list-style-type: none"> 1. at all times act under the express or implied direction of the coroner for all judicial matters 2. seek guidance when necessary, work under the further direction and guidance of the supervisors, managers or head of service as relevant 3. act within the scope of coroner law, other relevant statutory provisions, and case law, comply with the chief coroners written advice and guidance and the standard practice and procedures of the Kent and Medway coroner service 4. act within the scope of the policies and procedures of Kent County Council and the expectations and procedures of the Coroner Service Team 5. comply with the standard practice and procedures and key performance indicators of the Kent and Medway Coroner Service and Kent County Council 6. understand the role of the Coroner Service Team in delivering the strategic vision of the Public Protection Group and KCC 7. maintain a professional attitude, promote the Kent Coroner Service and KCC in a positive manner and adhere to individual or team performance and behaviour targets 8. ensure integrity, fairness and consideration of the needs of others is integral to all of your actions, always treat people inside and outside the service with dignity and respect, appreciating equality and diversity 9. maintain confidentiality and comply with KCC information governance policy, GDPR and intellectual property rights 10. maintain knowledge of and adhere to KCC safeguarding and Prevent policies and strategies 11. promote KCC environment strategy, reducing and minimising negative impact of energy, water use and waste eg through reduced printing and paper consumption and business mileage 12. look for opportunities to improve and innovate 13. play a full role as part of the KCC Coroner Service Team and court volunteers 14. support the recruitment and induction and welcome new team members and assist with the buddy role, train and mentor new court and administration officers 15. acquire through training and self-directed learning, knowledge and a working understanding of: coroner law and practice; effective communication; religious and cultural considerations in death; MS 365 applications and database management tools 16. undergo compulsory training as required, including chief coroner or local training in the coroners office itself or as required by KCC and undertake continuous professional development activities 17. 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 promptly and / or refer to the appropriate person 18. ensure all communication eg in response to telephone calls and e-mail enquiries is accurate, 	

polite and with sensitivity and compassionate

19. record all contact calls, actions or notifications (including no response to contact) with details of name and relationship, on the case record and reasons for inaction
20. develop effective working with all professional partners, including external stakeholders and volunteers to ensure smooth operation of the coroner service
21. perform a professional family liaison function 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
22. 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
23. operate the coroners case management database as necessary including but not limited to, checking for new referrals and duplicate records, upload, check, modify and retrieve or pursue missing data, allocate cases for action, creating or completing subsequent actions on the case records
24. check referral for confirmation that next of kin or personal representative have been notified of the death, where there is no such confirmation, set an alert on the case record, if directed, contact the referrer to ensure the notification is made
25. complete case related administrative tasks, including but not limited to report requests, receiving, checking uploading reports and other evidence to the relevant case record and produce the relevant notification
26. monitor, maintain and take relevant actions with the relevant spreadsheets and calendars (CAO)
27. Work from the court office and undertake reception duties as per the allocated rota
28. produce statutory documents, other forms, reports and statistical data as required
29. receive and prepare medical record bundles, track the movement of medical records, ensure originals are returned and the log is updated
30. receive and process incoming correspondence, process outgoing post
31. provide case administration support for complex cases.
32. arrange pre-inquest and inquest hearings and prepare documents for disclosure to interested persons subject to the statutory and local requirements
33. monitor the court diary, ensure case administration tasks are completed in readiness for the hearing
34. Respond to all telephone calls and e-mail enquiries promptly and communicate with all members of the public, particularly bereaved family members, with sensitivity and compassion.
35. ensure remote inquest attendance links are created and distributed to families, witnesses and interested persons in accordance with time expectations
36. notify the leadership team where there may be a need for security or additional measures at a hearing
37. ensure details of hearings are publicly announced according to the statutory requirements

38. collaborate with the coroner, coroners investigation officers, coroners court ushers and court volunteers before, during and after the inquest to ensure smooth running
39. confirm that all witnesses, interested persons and family members have been notified of the hearing according to the statutory requirements
40. summons and make relevant arrangements for jury members
41. ensure jury bundles are available and where required prepare documents for jury members, if applicable to include the use of iPads
42. liaise with the coroners investigation officer to arrange for translators, interpreters or process servers
43. distribute regulation 28 reports and responses to relevant interested persons and the chief coroner
44. liaise where appropriate with registrars of births and deaths, crematorium referees, funeral directors and bereavement and medical examiner offices and any other relevant professional partners
45. receive, validate and process expense claims from witnesses and jurors
46. manage the pathology rota, arrange pathologist attendance (Via agency) and post-mortem lists
47. receive and process wristband errors
48. receive and process the provisional cause of death (short cause)
49. send the toxicology supplementary information to Kent Scientific Service as required
50. receive and add to the case record the CR2 notification of a body removal / transfer
51. Support the case officers with the transfer of deceased to an appropriate post-mortem mortuary.
52. provide digital recordings to interested persons subject to the statutory requirements
53. archive coroners records and concluded inquest cases, digitally onto the case record or paper records to the Kent Archive Service
54. liaise with the Kent Archive Service to retrieve archived files and ensure that requests for information are processed in a timely and efficient manner, ensure all documents are tracked
55. perform non-case related administrative duties
56. receive, validate and process invoices and claims according to service and KCC financial requirements
57. assist the contract manager and accountant with data and reports as requested to assist with budget planning
58. monitor and manage office consumables including stationery effectively and efficiently to avoid unnecessary expenditure or waste
59. maintain logs or produce reports as required for example mortuary, toxicology, wristband errors and property logs
60. where directed make a referral to the local authority or hospital trust (as relevant) to effect the funeral arrangements

61. record all reports concerning Treasure, liaise with the Finds officer and Finder, provide the notice of disclaimer or make arrangements for court
62. support the day to day administrative activity on behalf of the manager team as required, including but not limited to meetings
63. Perform non-case related administrative duties
64. alert the coroners office manager or line manager (as appropriate) at the earliest opportunity where there is a potential issue or complaint
65. perform the function of coroners court usher or jury officer as required including the effective functioning and operation of all court equipment, ensure all equipment is ready to use and all evidence and documents are available and make the necessary arrangements to ensure smooth running of the court
66. work flexibly and collaboratively in order to contribute to the delivery of a resilient and effective coroner service
67. Supporting and promoting a safe working environment for both KCC employees and the general public, following health and safety policies. Further details are in the BLUE BOOK