

Job Title	Coroners Service Supervisor (office and courts)
Typical Duties (may include but not limited to), the post holder will:	
<ol style="list-style-type: none"> 1. act at all times 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 coroners manager team 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 and support the manager team to deliver 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, identify opportunities to automate, amend or integrate tasks to increase efficiency or effectiveness 13. play a full role as part of the KCC Coroner Service Team and court volunteers 14. demonstrate adherence to agreed standards of work practice and ensure procedure is always followed to the required standard and timeframe, support and advise staff in procedure (except judicial decisions), refer to a manager or coroner when appropriate 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, leadership and management, complete Kent manager standard within 12 months of appointment 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. lead the coroner service team to deliver a high-quality service that considers the needs of service users and puts bereaved people at the centre of everything we do
18. ensure regular team meetings are held and all staff have an equal voice, ensure that regular updates are shared face to face and in writing
19. take steps to succession plan for the staff team, contribute to recruitment and selection activity
20. prepare for new starters, induct and welcome new team member, arrange a workplace buddy, arrange training and ongoing professional development activities
21. support new team members to progress through probation, complete regular supervision meetings, ensure notes of 121s are made
22. ensure new IT accounts, access to folders and applications and all IT equipment are organised ready for the new starter
23. complete regular court observations and support staff with any development needs
24. provide first line management function for the coroners court and office staff, support, encourage and motivate staff, undertake supervision and annual performance appraisal activity in accordance with KCC policy and timeline, provide written notes of all 121s
25. 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
26. monitor procedure guidance to ensure staff have access to the range of guidance and procedural documents that are always current
27. identify training or development needs and work with the manager team to ensure the staff have the necessary skills, knowledge and behaviours to perform to the highest level
28. ensure staff complete mandatory and recommended e-learning and other training
29. identify and inform a manager any work-related matter that cannot be resolved by the supervisor(s)
30. identify and report to the managers any wellbeing issues or concerns
31. undertake risk assessments for all activities and ensure safe working practices are adhered to in the courts, public areas and ancillary spaces, and general staff areas, ensure incidents are recorded and reported as appropriate
32. co-ordinate activities with other supervisors to always ensure cover for the court supervisor role
33. review and approve team member expense and other claims according to KCC policies and procedures
34. ensure all tasks undertaken by the coroner service staff team are completed according to policy, procedure to the required standard and timeframe
35. where appropriate collaborate with other supervisors to manage leave to ensure arrangements are made for adequate staffing levels to be maintained across all duties including courts, produce bank holiday working rotas, ensure staff are notified in good time

and make provision for bank holiday cover

36. monitor all equipment and office environments to ensure all faults or failures are reported
37. establish and maintain operational stakeholder working groups to ensure that service delivery is maintained and optimised
38. liaise with the appropriate team members to complete dynamic risk assessments for specific cases to identify circumstances where specific or additional security may be required
39. except in the case of a complaint about the conduct of a coroner, receive complaints, send standard acknowledgment, make a general assessment of the complaint and provide a timeline and initial findings to a manager asap
40. provide operational cover for all duties as required, generally in exceptional circumstances
41. consider and plan for exceptional periods of pressure, eg during periods of staff training or events
42. ensure arrangements for juries is made and make arrangements for the provision of a jury officer
43. ensure all hearings are recorded and stored on the case record in accordance with statutory requirements
44. co-ordinate the archiving of all coroner records, ensuring that documents are appropriately prepared and all relevant documents are safeguarded for the public record
45. ensure arrangements are in place for all IT requirements for court hearings
46. monitor court listings, attend court listings meetings and ensure courts are booked and ushers available.
47. ensure regular effective communication with the CIO and CCO Team Leaders / Senior(s) to monitor and co-ordinate workflow
48. work flexibly and collaboratively in order to contribute to the delivery of a resilient and effective coroner service