



July 2022

APPLICANT INFORMATION PACK

Dear Candidate

Reference your application for post of Coroners Office Manager (Systems Management)

Thank you for your interest in this challenging but rewarding role. The successful candidate will be offered a position, ensuring the right skills, experience and knowledge mix exist in the team.

IMPORTANT NOTE to candidates BEFORE making an application:

- You must provide all relevant information in the online application itself
- a CV is not required for this position and will NOT be reviewed as part of the selection process
- You must list a full employment history and explain all gaps in employment
- Please list the qualifications, listing the highest first: provide the level of qualification; name of subject; the grade and year of achievement. For example
 BSc(Hons) Forensic Science (2:1) (2020)
 HND Bio-medical Science (distinction) (2017)
 GCSE (O-level) English Literature (C) (2015)
- Please read the job description which includes a role profile and person specification, please use your application to demonstrate how your past experience, knowledge or skills and achievements will transfer to the position you are applying for, please provide examples
- As part of the recruitment process, shortlisted candidates will be required to attend a virtual assessment centre (date to be confirmed)
- Candidates invited for interview will be required to complete an on-line assessment which will be validated by 90 minute (maximum) phone call
- Interviews will be held in Maidstone and in person (date to be confirmed)
- The first element of shortlisting is to review your answers to the 4 specific questions listed, in order to progress you must answer and pass each question in sequence
- Each answer must address the question being asked
- In your answer please use a relevant example to demonstrate how your skills, knowledge and experience underpin how you are potentially the best candidate for this particular role
- We are looking for evidence of your qualities, not just a list of what you believe your strengths to be

- In describing your examples, we are looking for reflection and how these experiences inform your practice
- A strong application will demonstrate a comprehensive understanding of the role being advertised, a deep level of understanding of key concepts and insight and how these apply to your practice, and free from unsupported statements

Mandatory Questions

PLEASE use the Reason for Application to answer the following four questions. All 4 questions must be answered

Q1 Tell us about your motivation for applying for this particular role and what being successful in your application would mean for you (maximum 200 words)

Q2. Please describe how your skills, knowledge and experience could be applied to this unique role, using an example please describe your experience in continuous service measurement and service delivery improvement

Q3. Using an example, please tell us how you maintain personal resilience under sustained pressure and describe the strategies you use to deal with significant setbacks yet continue to deliver your responsibilities (maximum 200 words)

Q4. Finally, using relevant examples please tell us about what your experience has taught you about your style of management, your qualities as a leader and how you learn from your experiences (maximum 250 words)

Shortlisting

A scoring matrix is used to identify those candidates that demonstrate through the online application form how you meet the selection criteria for the role. Please make a diary note of the date(s) of the assessment day if given in the advert.

The Interview

Where an assessment day is held, candidates that are successful will be informed asap after the end of the day itself and invited for interview. Before attending the interview you will be asked to complete an online questionnaire which will be validated by a telephone call. Please make a diary note of the interview date(s) if provided. The successful candidates will be advised in writing asap after the last interview. You may ask for feedback after the decision has been made.

Further Information

Below is some background information which may assist you in deciding if the role is for you. All information is provided in good faith to assist candidates, but Terms and Conditions of appointment are specified by the Kent Scheme (Blue Book) and the Contract of Employment and candidates are advised to satisfy themselves of details of appointment and not to rely on the information provided below. Broad details on the terms and conditions of working for KCC are available by following this link:

<http://www.kent.gov.uk/jobs/careers-with-us/working-for-us>. In the event that you are successful and are offered a position you can of course ask us to provide you with any additional information to assist you to decide if the role and terms of appointment are right for you.

The role of the Coroners Office Manager (systems management)

The Kent County Council Coroner Service Team delivers a key frontline service on behalf of the Kent and Medway Coroners as we continue with a range of service improvement initiatives to ensure that the best possible service is delivered by the team for Kent and Medway residents.

This is a new post within the Team, coroners' data and systems management has previously been supported by the wider directorate group, but the digital transformation of the Coroner Service over the past two years now requires us to develop the expertise within our own Service as continuity and continuous improvement is fundamental to our service delivery.

This is an exciting and unique opportunity. The role of Coroners Office Manager with the specific responsibility for all aspects of IT will blend day to day operational management with all the challenges and difficult situations that brings with digital service delivery and ongoing transformation across the full range of coronial procedures to lead and maintain the momentum for continuous service improvement, it is an opportunity to apply specific IT skills to an essential and important public service, to make a difference to the families we work with.

As part of the manager team, you will have a number of line reports and work with a wide variety of people including stakeholders and professional partners. The ability to build relationships based on trust, understanding and mutual respect is essential. Importantly, you should also be self-disciplined, systematic and methodical, setting clear objectives whilst also responding to the unpredictable demands on the service.

The work although extremely rewarding can also be very challenging, the work can be unpredictable and subject to competing demands with the need to constantly re-prioritise, so you will be resilient and composed when working under pressure. The work in the coroner service is under judicial direction and within statutory frameworks, national and local policy and procedural guidelines but you will be required to use your initiative to identify opportunities for improvement and find effective solutions to matters as they arise.

The Coroner Service Team

Kent County Council supports 4 distinct coroner areas across Kent & Medway, each with a senior coroner who is an independent judicial officer and not a KCC employee. KCC provides the accommodation, all resources and staff to enable the coroners to fulfil their statutory obligations.

The KCC coroner service team consists of a mix of investigation and administrative officers and a management team. The Coroners Investigation Officer (CIO) conducts the investigation into any death reported to the coroner under explicit or implicit judicial direction from the coroner. The Coroners Court Officer (CCO) and the Coroners Administration Officer (CAO) supports the workflow and deals with all case related administration. The Coroners Court Usher (CCU) is based at the court venues and

attends and manages all inquest hearings. On a day-to-day basis the CIO, CCO and CAO will work collaboratively to ensure seamless progression of a cases reported to the Coroner Service.

The management team comprises three other Coroners Office Manager (operations) posts, a Coroner Court Supervisor post and a Coroners Office Supervisor post with operational oversight by the Coroner Service Operations Manager and the Head of Service providing the strategic lead.

A summary of the key duties (but not limited to) is provided at the end of this document

Employment with Kent County Council (KCC)

The successful post-holder is employed under the Kent Scheme which specifies the terms and conditions (T&Cs) (*The Blue Book*). Please note that some T&Cs in the Blue Book do not apply to the Coroner Service, most notably the KCC flexi-time does not operate in the Coroner Service Team. The Service operates Monday to Friday 9am to 5pm. The role does require office attendance but, some home working is facilitated subject to service need.

All Coroner Service Team members are subject to the Kent Code and are required to always demonstrate KCC Values and Behaviours. As the role is public facing, there is an acceptable dress policy and as the role may exceptionally require attendance at a mortuary, an Immunisation Policy applies.

The post is KCC grade KR10 with an annual salary of £34,866 to £41,011 (at 1st April 2022). All new KCC appointments are made at £34,866. The annual pay increase is subject to a Total Contribution Pay (TCP) award and not incremental points on a scale. You can progress through your grade under the TCP process. Your manager will have regular 1-2-1s with you throughout the year. It is the manager's responsibility to recommend a TCP assessment rating as part of the appraisal cycle. There are four ratings and each one equates to a percentage pay increase.

In order to develop a healthy work-life balance, KCC provides paid annual leave (the leave period operates from 1st April). The post-holder is entitled to 28 days annual leave (per full year) rising to 30 days after five years service. Actual leave entitlement is calculated by the number of whole months worked. Leave is generally agreed on a first come first served basis, however in the interests of fairness, this may not always be the case. All leave must be approved in advance and you should not assume that leave will be agreed when making holiday arrangements. Leave will only be agreed where the operational delivery of the service can be maintained, so there will be a limit to the number of managers who may be off at any particular time. At certain times leave may be restricted for example immediately before or following bank holidays, during periods of training or exceptional staffing pressures. For new appointees, pre-existing leave arrangements will be accommodated wherever possible on production of confirmation of a pre-existing holiday booking.

Additionally, KCC grants an additional day leave over the xmas period (the KCC day) however this is a normal working day for the Coroner Service Team. Staff that work the designated KCC day will be granted an additional day leave which will be taken at a suitable time as agreed with their manager and subject to business need but before 31st March or exceptionally may be paid.

All new appointments to KCC are subject to receipt of two satisfactory references and are subject to successful completion of a six month probationary period. You will meet regularly with your line

manager to support your training and progress through probation. The contractual notice period for this role is three months.

Staffing Structure

The KCC Coroner Service Team sits within the Public Protection (PP) Unit, the Head of which is Mike Overbeke. PP sits within the Growth and Communities division, the Director of which is Stephanie Holt-Castle.

The Coroner Service Team is one team and all staff are line managed by a KCC Manager. Coroners have no line management responsibilities for KCC staff.

The current staffing structure consists of:

20 coroners investigation officers	3 coroners court officers
9 coroners administration officers	pool of coroners court ushers
1 coroners office supervisor	1 coroners court supervisor
4 coroners office managers	1 business support & finance officer
coroner service operations manager	head of service

Work-base

Although your work-base is Maidstone, subject to business need you may be asked to work from any KCC building or other site and by agreement you will be able to work from home. Car mileage allowance and other approved expenses for all work related journeys in excess of the usual travel to and from work is paid at the rate in place at the time (KCC Blue Book). Please note that KCC does not provide staff car parking.

Office Hours

The offices operate Monday to Friday between 9am and 5pm, with 36 mins (unpaid) lunch each day to reflect the operational needs of our service delivery and the expectations of the bereaved families in Kent & Medway. The role is full time and KCC flexitime is not available.

Subject to business need we may ask staff to work their hours between 8am and 6pm, or ask staff to work additional hours. Including participation in an out of hours duty rota.

Although the Coroner Service Team do not work KCC flexi-time, we do work flexibly to, for example accommodate appointments during the working day etc. On the occasions when staff need to arrive later for work or leave earlier (ie outside our office hours), or leave the office during the working day for non-work related appointments or matters. Any such requests should be made in advance to the line manager and the request will be considered on a case-by-case basis and approved subject to business need. Any time lost will be classed as 'time owing' which will need to be made up at a time and date(s) to be agreed with the line manager.

Dentist, GP and hospital appointments and any other personal appointment should normally be outside of your core hours. In the event that they occur during your normal working hours it must be

discussed and agreed with the manager in advance. Such a request will be considered on the basis of operational needs and staffing levels.

Additionally in the event of an incident (for example a mass fatality incident) or under exceptional circumstances (for example a flu pandemic) we may operate extended working hours. We also operate a limited service on bank holidays and all managers will generally be required to work at least two bank holidays each year on a rota. Staff will be paid for all approved overtime worked. It is possible that a Duty manager rota will be implemented to support staff working outside office hours and each manager will be required to join the out of hours duty-rota (once established), to respond to matters between 5pm and 9am, which may be from home, but could also exceptionally require attendance to mortuaries or scenes of death out of office hours, for which a timely response will be required.

Training and Continuous Professional Development

The post holder will be required to undertake directed and self-directed learning during and outside of work in order to effectively work as a reflective practitioner. There is an expectation that you will develop broad knowledge of coroners and other relevant law and medical terms and causes of death as well as to continue your personal professional development in your own field.

There are two mandatory Staff Development Saturdays each year for which dates are provided with as much notice as possible. There is also chief coroner mandatory residential staff training each year (currently two days and outside Kent). Staff may also be required to attend further training which could include overnight stays.

Well Being

The work can be subject to continuous competing demands, and you must therefore be prepared to take responsibility for your own health and well-being. KCC provides access to support and other services directly and through occupational health. Additionally there will be regular supervision meetings with your line manager.

KCC implements a Smoking Policy which seeks to guarantee you the right to work in an atmosphere free from tobacco smoke. Smoking is not permitted in the workplace apart from in the designated smoking areas. Smoking breaks are not paid and will be taken as part of your daily 36 minute refreshment break.

All activities are subject to health and safety policy and risk assessment. KCC undertakes to provide a safe working environment and the managers will take the necessary action to reduce the risk to self and others and make a positive contribution to the maintenance of a healthy and safe working environment and provide a secure, accessible and fit for purpose work area. All managers must comply with individual responsibilities for health and safety in the workplace and you will be required to undertake dynamic risk assessments when attending to any duty outside of the office to ensure that you: take reasonable care for your own health and safety, and that of others who are affected by what you do, or do not do. You will cooperate on all issues involving health and safety: use work items provided for you correctly, in accordance with training and instructions and do not interfere with or

misuse anything provided for your health, safety or welfare; you should also report any health and safety concerns to your line manager as soon as practicable. Additionally, you will be asked to adhere to the immunisation policy, acceptable dress policy and conduct relevant dynamic risk assessments as relevant for example before attending a scene of death, other site or mortuaries.

INDICATIVE TASK LIST

Job Title	Coroners Office Manager (Systems Management)
Typical Duties (may include but not limited to), the post holder will:	
<ol style="list-style-type: none"> 1. with regards to judicial decisions act at all times under the express or implied direction of the coroner 2. act within the scope of coroner law, other relevant statutory provisions and case law. To comply with the chief coroner's written advice and guidance 3. comply with the standard practice and procedures of the Kent coroner service and Kent County Council 4. seek guidance when necessary but at all times work collaboratively with the wider coroner service management team 5. manage the strategic relationship with the Public Protection technical lead, identify and report future development and continuous improvement needs and ensure the coroner service technical and data management requirements are understood 6. play a full role as part of the KCC coroner service team, support and assist colleagues and mentor new team members 7. acquire through training and self-directed learning, knowledge and a working understanding of: coroner law and practice, grief and bereavement, religious and cultural considerations and effective communication; relevant management training and qualifications; continuous professional development activities relevant to IT skills and knowledge 8. undergo compulsory chief coroner training, local training in the coroner's office itself or as required by KCC and to undertake continuous professional development activities 9. adhere to the Kent Code and the policies and procedures under KCC Terms and Conditions and the specific policies of the Coroner Service itself 10. know and understand the coroner process itself to refine and define workflows, identify opportunities for improvements and development 11. ensure the range of effective workflow diagrams, SOPs and other guidance documents are continuously available and current 12. develop the technical support skills in the administrative officer team, train, guide and support the officers to deliver the range of technical tasks on a day-to-day basis, to provide consistent and resilient technical functions 13. offer technical guidance and support to the coroner team, the KCC coroner service team members and stakeholder partners to respond to daily issues and questions from all users 14. ensure a programme of routine system maintenance is established, maintained and logged 	

15. negotiate, conclude and monitor the range of IT related contracts to ensure continuity of service and best value for money, collaborate with KCC commissioning where relevant
16. ensure effective contract management principles are applied
17. monitor, record and report to budget manager all expenditure for all IT related costs to inform the budget monitoring and planning process
18. work collaboratively with the website development project team, provide service specific knowledge to ensure the development of a coroner service website delivers according to service need
19. work collaboratively with the AV project team for digital courts to provide service specific knowledge to ensure the digital coroners court platform delivers according to the service need
20. work collaboratively with the digital autopsy and body store provider(s) to ensure necessary integration with coroners case management systems is achieved
21. acquire appropriate knowledge of the coroner process in order to define and evaluate system specifications when seeking new software or hardware solutions
22. develop relevant testing and evaluate effectiveness of new IT hardware or software systems
23. be able to explain technical terminology to non-IT users and produce jargon free explanations in documents
24. ensure effective change control processes are adopted and adhered to across all activities
25. monitor IT faults and issue logs to identify trends or underlying issues and ensure appropriate action is taken
26. develop and manage call logs to spot trends or underlying issues, alert the wider management team and where appropriate the group technical lead where a system failure is possible or has occurred, manage such incidents using an incident log reporting format as agreed
27. understand business need in order to develop the case management system, increase automation and failsafe measures in electronic processing of case work
28. liaise where appropriate with mortuaries, medical examiner services, registrars of births and deaths, crematorium referees, funeral directors and bereavement offices and any other relevant professional partner to explore and develop integration where appropriate between systems to maximise efficiency and accuracy
29. undertake deep case reviews and report findings as required
30. champion data protection and GDPR principles, ensure data management adheres to KCC policies
31. promote and progress the transition to Share Point
32. respond promptly and politely to requests for information and explanation, whether by telephone, written communication or in person
33. attend courts as required to support court staff with technical matters and ensure all equipment and software is operating as required, troubleshoot and liaise with third parties where necessary to resolve problems
34. monitor and record costs and expenditure related to software and hardware

35. maintain confidentiality where required and comply with KCC information governance policy
36. alert the line manager and coroner (as appropriate) at the earliest opportunity where there is a potential issue or complaint
37. monitor the coroners case management system, establish management reports as required
38. monitor the court document system and ensure it is operating optimally
39. monitor the digital court platform and ensure it is operating optimally
40. produce the draft annual statistical return or other reports as required intermittently by the Chief Coroner or Ministry of Justice
41. create and facilitate user groups in service and across stakeholder partners to know and understand the user experience and needs
42. participate in relevant user groups regionally or nationally, where not in existence, seek to develop networks
43. collaborate with other coroner service contract managers to ensure continuity of contract management is established across all service activities
44. all first line management duties of coroner service team members, support, encourage and motivate staff, undertake supervision and annual performance appraisal activity, apply attendance management procedures in accordance with KCC Values, policies, procedures and strategies to maximise individual potential
45. promote a safe, respectful and supportive workplace and a strong team culture
46. actively contribute to the annual business planning activity and delivery of agreed individual and team targets and KPIs
47. contribute to the effective recruitment and retention of staff and succession planning activities
48. develop initial training and an IT focused CPD programme to ensure integration with all office procedures and activities
49. establish lead and support a team of software superusers/ coroners technical support officer
50. ensure the range of training manuals are produced and maintained
51. delivery of training to new staff or coroners and for all users on new software
52. ensure individual compliance with all office procedures to ensure consistency and continuity to deliver a high-quality coroner service
53. where a system change is proposed, apply change management principles effectively
54. collaborate with the other coroners office managers to deliver the management portfolio for example, as the named service point of contact or lead for specific activities
55. participate in the out of hours duty manager rota as required to provide cover at weekends, bank holidays or in exceptional circumstances, for example a mass fatality or other incident
56. treat people inside and outside the office with dignity and respect at all times, appreciating equality and diversity
57. 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

