

## Kent County Council

### Job Description: *Coroner Service Supervisor (office and courts)*

Directorate	Growth Communities and Environment
Unit/Section	Growth, Communities and Environment   Economic and Community Protection   Coroner Service
Grade	KR9
Responsible to	Coroner Service Operations Manager

#### **Purpose of the Job**

As part of the coroner service management team ensure that the day-to-day operations and necessary actions in the coroners' office and courts are taken to deliver a high-quality, cost-efficient service for Kent and Medway residents.

Perform a supervisory and line management role, contribute to continuous improvement of the service through a range of service-wide operational, technical and IT improvements, initiatives and transformation projects; advocate for the Kent and Medway coroner service to be a centre of excellence.

#### **Main duties and responsibilities**

Work flexibly and collaboratively to:

1. Lead and supervise the activity of team members and ensure effective day to day service delivery; develop and monitor SOPs for all operational functions and processes in accordance with agreed procedures and performance indicators to ensure that all staff activities and coroner's enquiries are legally and procedurally compliant
2. Deliver a consistent and effective first line management function of the non-investigative team members, support, encourage and motivate staff and undertake supervision and annual performance appraisal activity, 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
3. Identify and contribute to improvement opportunities for all IT, technical and other court and office operational processes, contribute to wider improvements, initiatives, and transformation develop enhanced knowledge of the specialist coroner software applications to provide standardisation, optimisation and continuity of operational delivery and hybrid courts
4. Contribute to recruitment and succession planning; co-ordinate all training and development activity to ensure staff have the necessary skills, knowledge and behaviours to achieve their potential and perform to the highest levels of professionalism to deliver a high-quality service to the Kent & Medway coroners
5. Provide the operational link with the Budget Manager for financial commitments arising from court and office operational activities to ensure inclusion in budget forecasting and identify efficiencies and savings
6. Provide the operational link with the Contract Manager for all contractual matters relating to office and court operational activity; identify risks and ensure that

processes and timelines are in accordance with local policy, legal and contractual compliance

7. Develop and maintain positive relationships with internal and external professional partners in Kent and Medway on matters relating to the day-to-day delivery of the coroner service placing the residents of Kent and Medway at the centre of service delivery
8. Identify and report to management as relevant all actual or potential operational pressures, critical incidents and risks at the earliest opportunity with mitigating action(s); contribute to business continuity and emergency plans, risk assessments and risk registers across all activities; where necessary provide operational cover for staff absence and as appropriate support out of hours and bank holidays to ensure service delivery is resilient and able to respond to and manage incidents or emergencies that threaten to disrupt or challenge service delivery
9. Develop and maintain relevant skills and knowledge of all relevant legislation, chief coroners and other official guidance including KCC policies in order to advise, support and effectively monitor the work carried out by team members to ensure the required standard and performance indicators are met according to local policy and statutory requirements
10. Undertake directed and self-directed learning to inform own practice and personal development as a supervisor and leader to support the development of coroner service team members in order to lead a competent and effective coroner service team

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### Person Specification: *Coroner Service Supervisor (office & courts)*

	Criteria
<b>Qualifications</b>	<ol style="list-style-type: none"><li>1. English GCSE Grade C or above</li><li>2. 2A levels Grade C or above or equivalent</li><li>3. Leadership and Management qualification; Kent Manager (or completion within 12 months)</li><li>4. IT qualification or equivalent or demonstrable equivalent level of skill using Microsoft Office/365 and database applications</li></ol>
<b>Experience</b>	<p>Proven experience:</p> <ol style="list-style-type: none"><li>1. supporting and leading a team that are working in challenging front-line roles in a demand led setting</li><li>2. staff supervision, measuring and influencing the performance of individuals through coaching, objective setting and appraisal</li><li>3. recruiting and developing staff, delivery of training</li><li>4. drafting and writing reports, procedural and other documents</li><li>5. technology and software applications and other process improvements</li><li>6. application of information governance, data protection and confidentiality law and policies</li></ol>

<b>Skills and Abilities</b>	<p>Demonstrate the required range of skills and abilities to:</p> <ol style="list-style-type: none"> <li>1. consistently organise and manage own work to high standards with diligent attention to detail and within strict time limits, apply problem-solving approaches in a fast paced unpredictable, and pressured environment often with frequent interruptions and competing pressures</li> <li>2. maintain self-motivation, remain calm and resilient and maintain concentration under pressure with the ability to absorb and assess information quickly</li> <li>3. build trust and communicate effectively including ability to use appropriate styles to influence and nurture a strong and respectful team culture and develop motivation of individuals and teams; empower individuals to develop their knowledge and skills</li> <li>4. 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</li> <li>5. take responsibility for own actions, work in a team flexibly and contributively, adapt and respond positively to change</li> <li>6. foster and maintain a healthy, safe and secure workplace; the ability to recognise the psychological impact on staff dealing with death and potentially distressing information daily and signpost to support and generally monitor the well-being of the team</li> <li>7. demonstrate well developed self-awareness and understand the specific requirements of a sensitive public facing role, and 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 distressing information on a daily basis</li> <li>8. ability to travel to meet the requirements of the service in a timely manner and or occasional out of hours and bank holiday working</li> <li>9. Commitment to equalities and the promotion of diversity in all aspects of working</li> </ol>
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<b>Knowledge</b>	<p>Knowledge and understanding of:</p> <ol style="list-style-type: none"> <li>1. own communication styles and preference and interpersonal communication</li> <li>2. team leadership and management</li> <li>3. coroners' law, other relevant legislation and official guidance and procedures</li> <li>4. court procedures</li> <li>5. MS Office/365, database applications and specialist coroners software</li> <li>6. financial procedures and budgetary constraints</li> <li>7. awareness of information governance and data protection and confidentiality issues</li> </ol>
<p>Staff will be expected to have an awareness of and work within national legislation and corporate and directorate policies and procedures relating to health and safety and relevant Kent County Council policies and procedures</p>	

<p><b>Kent Behaviours and Values</b></p> <p>Everything we do is guided by our Values. They set out who we are as people, what we stand for and how we act.</p>	
<b>Values</b>	<ul style="list-style-type: none"> <li>- We are brave. We do the right thing, we accept and offer challenge</li> <li>- We are curious to innovate and improve</li> <li>- We are compassionate, understanding and respectful to all</li> <li>- We are strong together by sharing knowledge</li> <li>- We are all responsible for the difference we make</li> </ul>
<b>Our Cultural Attributes</b>	<ul style="list-style-type: none"> <li>- Compassionate &amp; inclusive</li> <li>- Working together – building and delivering for the best interests of KCC</li> <li>- Externally focused – residents, families and communities at the heart of decision making.</li> <li>- Flexible/agile – willing to take (calculated) risks.</li> <li>- Empowering – our people take accountability for their decisions and actions.</li> <li>- Curious – constantly learning and evolving</li> </ul>