

Directorate:	Growth, Communities and Environment
Unit/Section:	Public Protection Coroner Service
Grade:	KR10
Responsible to:	Head of Service

Purpose of the Job:

To work collaboratively as part of the coroner service management team to optimise and deliver a high quality, cost efficient service for Kent and Medway residents. To be responsible for ensuring continuous improvement of the service through a wide range of service-wide IT, technical and operational improvements, initiatives and transformation projects to advocate for the Kent and Medway coroner service to be a centre of excellence.

Perform the function of line management, quality and performance monitoring and advisory role for all 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. Work flexibly to meet and respond to service needs.

Main duties and responsibilities:

- 1 Lead, develop and monitor the application of and compliance with standard operational procedures and performance indicators, respond to and utilise lessons learned from dealing with complaints, ensure casework is managed effectively and efficiently. Provide guidance and effectively supervise all aspects of the investigative and administrative functions to ensure the coroners can meet their statutory obligations
- 2 Deliver a consistent first line management function of the coroner service team, 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 Provide a solutions focused approach to operational delivery including complex problems, find creative solutions and maximise innovation. Develop and maintain an extensive internal and external professional network to ensure effective partnership working
- 4 Undertake continuous service reviews of all functions and processes and design, plan and lead the coroner service team members through change and service improvements, to successfully implement change to ensure the objectives of the service are fully implemented within KCC strategic delivery plans and budgetary frameworks

- 5 Develop business continuity and emergency plans and risk registers for all aspects of operational service delivery to monitor and respond to current or future threat and risk across all activities and integrate with other contingency plans to ensure the service is resilient and able to respond to and manage incidents or emergencies that threaten to disrupt or challenge service delivery
- 6 Optimise recruitment and retention of staff and succession planning. Provide initial training and continual professional development opportunities for all coroner service team members to develop individual skills and confidence to ensure continuity and a consistently high-quality coroner service
- 7 Where necessary, provide operational cover for staff absence. Provide advice and support out of hours and bank holidays and in the event of a mass fatality or other critical incident, participate in any duty manager rota, to ensure service delivery is always maintained
- 8 Undertake directed and self-directed learning (coroner law and practice, other relevant law, including information governance and coroners case management software and solutions) during and outside of work time, to inform own practice, personal development and support the development of coroner service team members in order to lead a competent and effective coroner service team
- 9 Work with due regard to the views of the senior coroner(s) to establish the range of service specific policies and procedures both internally and externally, 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

Footnote:

This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

Kent County Council

Person Specification: **Coroners Office Manager (Operations)**

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	<ul style="list-style-type: none">- English GCE A level grade C or above; Level 4-5 Diploma (or equivalents)- ECDL or demonstrable equivalent level of skill using Microsoft Office and database applications- Leadership and Management NVQ4 or equivalent; Kent Manager (or completion within 12 months)
EXPERIENCE	<p>Proven experience:</p> <ul style="list-style-type: none">- writing specifications, business cases, DPIA, business continuity and other risk assessments- 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- 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- solutions focused approach including complex problems, finding creative solutions and maximising innovation and managing risk- project management and implementation of change initiatives and lessons learned to service delivery- writing and implementing policy, office protocols and performance indicators- application of information governance, data protection and confidentiality law and policies- MS office and video conferencing applications
SKILLS AND ABILITIES	<p>Demonstrate the required range of leadership and interpersonal skills to:</p> <ul style="list-style-type: none">- organisational skills and analytical problem solving using a solutions focused approach in a fast paced, unpredictable 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- take responsibility for own actions, work in a team flexibly and contributively, adapt and respond positively to change

	<ul style="list-style-type: none"> - effectively communicate the vision and rationale for change and support a team through organisational or procedural change - maintain self-motivation and commit to continuous personal development; empower individuals to develop their knowledge and skills - monitor and maintain a healthy, safe, respectful and secure workplace - 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 on a daily basis - assume strategies to develop effective strong working relationships with team members, coroners, other colleagues and professional partners - ability to work with and optimise standard IT hardware and software and specific digital solutions for coroner service delivery - identify opportunities for efficiencies and budgetary savings - ability to work flexibly and travel to meet the requirements of the service at multiple sites in timely manner and participate in the Duty Manager rota (out of hours and bank holidays)
KNOWLEDGE	<p>Extensive knowledge and understanding of:</p> <ul style="list-style-type: none"> - emotional intelligence and personal resilience, own communication styles and preferences, highly developed and intuitive understanding of interpersonal communication - all aspects of coroners' law and practice, other relevant law and the broader national coroner service modernisation agenda - MS office - interpersonal communication and effective leadership capabilities - project management, lean approaches to service delivery - financial procedures and budgetary constraints, application of value for money checks for all activities - awareness of and willingness to work within national legislation and corporate and directorate policies and procedures related to health and safety. - awareness of and willingness to work within Kent County Council policies and procedures for all activities
KENT VALUES and BEHAVIOURS	<p>We are brave. We do the right thing, we accept and offer challenge</p> <p>We are curious to innovate and improve</p> <p>We are compassionate, understanding and respectful to all</p> <p>We are strong together by sharing knowledge</p> <p>We are all responsible for the difference we make</p>