

<b>Directorate:</b>	Growth, Environment and Transport
<b>Unit/Section:</b>	Growth and Communities   Public Protection   Coroner Service
<b>Grade:</b>	KR11
<b>Responsible to:</b>	Coroner Service Operations Manager

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

As part of the coroner service management team lead, 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 operational, technical and IT 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 leadership role for 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.

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

Work flexibly to:

- 1 Lead, develop and monitor the application of and compliance with, standard operational procedures, quality standards and performance indicators, respond to and utilise lessons learned from dealing with complaints and feedback, ensure all aspects of the investigative and administrative functions is managed effectively and efficiently 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 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 Develop and maintain an extensive network of internal and external stakeholders to optimise stakeholder engagement and partnership working to maximise innovation and find creative and effective solutions
- 9 Undertake directed and self-directed learning 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
- 10 Work with due regard to the views of the senior coroner(s) to establish the range of service specific policies and procedures 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
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>- English GCE A level grade C or above</li> <li>- Degree or equivalent</li> <li>- IT qualification or demonstrable equivalent level of skill using Microsoft Office /365 and database applications</li> <li>- Leadership and Management NVQ4 or equivalent; Kent Manager (or completion within 12 months)</li> </ul>

	<ul style="list-style-type: none"> <li>- Project management qualification or demonstrable level of skill</li> </ul>
<b>EXPERIENCE</b>	<p>Proven experience:</p> <ul style="list-style-type: none"> <li>- 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, empowering individuals to develop their knowledge and skills</li> <li>- dealing with complaints, root cause analysis, managing impact and achieving effective outcomes or resolutions</li> <li>- recruiting, training and developing staff; design and delivery of professional training and materials</li> <li>- writing policy, office protocols and performance indicators, business cases, DPIA and other assessments</li> <li>- working with a wide range of internal and external stakeholder partners</li> <li>- project management and implementation of change initiatives and lessons learned to service delivery and supporting a team through organisational or procedural change</li> <li>- application of information governance, data protection and confidentiality law and policies</li> </ul>
<b>SKILLS AND ABILITIES</b>	<p>Demonstrate the required range of leadership and interpersonal skills to:</p> <ul style="list-style-type: none"> <li>- plan and organise work confidently and pro-actively as a self-starter, apply analytical problem solving using a solutions focused approach, often in a fast paced, unpredictable, complex and pressured environment of competing demands</li> <li>- 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</li> <li>- 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>- 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</li> <li>- assume strategies to develop effective strong working relationships with team members, coroners, other colleagues and professional partners (internal and external stakeholders)</li> </ul>

	<ul style="list-style-type: none"> <li>- maintain self-motivation and commit to continuous personal development, take responsibility for own actions, work in a team flexibly and contributively, adapt and respond positively to change</li> <li>- ability to work with and optimise standard IT hardware and software and specific digital solutions for coroner service delivery</li> <li>- monitor activity for rising risks ensure effective strategies to maintain business continuity and other risk management activity</li> <li>- monitor costs and rising budget pressures, identify opportunities for efficiencies and budgetary savings</li> <li>- ability to work flexibly and travel to meet the requirements of the service in a timely manner and participate in the Duty Manager rota</li> </ul>
<b>KNOWLEDGE</b>	<p>Extensive knowledge and understanding of:</p> <ul style="list-style-type: none"> <li>- the statutory and non-statutory framework and service delivery obligations and the broader national coroner service agenda</li> <li>- highly developed and intuitive understanding of interpersonal communication and effective leadership and management capabilities</li> <li>- MS Office /365</li> <li>- business planning, performance management and control</li> <li>- project management</li> <li>- financial procedures and budgetary constraints, application of value for money checks for all activities</li> <li>- Kent County Council policies and procedures including information governance, data protection and confidentiality issues</li> </ul>
<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>	

<b>Kent Behaviours and Values</b>	
<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>
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