

Directorate:	Growth, Environment and Transport
Unit/Section:	Environment, Planning & Enforcement Public Protection Coroners
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 participate and lead aspects of service wide initiatives and improvements. 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 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 standard operational procedures and performance targets. 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, encourage and motivate staff, support staff through change and undertake supervision and annual performance appraisal activity. Ensure a safe, respectful and supportive workplace in accordance with KCC Values, policies, procedures and strategies to maximise individual potential and a strong team culture
3. Undertake directed and self-directed learning, during and outside of work time, to inform own practice and personal development to support the development of coroner service team members and to lead a competent and effective coroner service team
4. Optimise recruitment and retention of staff and succession planning. Provide initial training and continuous professional development opportunities for all coroner service team members to ensure continuity and a consistently high-quality coroner service
5. Develop business continuity and emergency plans and risk registers to monitor and respond to current or future threat and risk across all activities. Respond to complaints according to KCC policy and local requirements. Ensure the service is resilient and able to manage incidents or emergencies that threaten to disrupt service delivery
6. Ensure casework is managed and if 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 to ensure service delivery is always maintained
7. Develop specialist knowledge of the electronic case management and IT system, design and develop policies and protocols to prepare for office and court digitalisation

8. Develop project management skills and apply lean principles to undertake continuous service reviews of all functions and processes to ensure the objectives of the service are fully implemented within KCC strategic delivery plans and budgetary frameworks
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 (operational)**

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	<ol style="list-style-type: none"> 1. English GCE A level grade C or above; Degree (or equivalents) 2. ECDL or demonstrable equivalent level of skill using Microsoft Office and database applications 3. Leadership and Management NVQ4 or equivalent; Kent Manager (or completion within 12 months)
EXPERIENCE	<p>Proven experience:</p> <ul style="list-style-type: none"> - achieved a high level of competency in coroner service investigative role - managing and leading a team in a demand led setting, measuring and managing performance, objective setting and appraisal - recruiting, training and developing staff; design and delivery of professional training and materials - successful implementation of change initiatives to service delivery - writing and implementing policy and office protocols, application of information governance, data protection and confidentiality policies
SKILLS AND ABILITIES	<p>Demonstrate the required range of leadership and interpersonal skills to:</p> <ul style="list-style-type: none"> - perform in an unpredictable and pressured environment of competing demands - communicate effectively, influence and nurture 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 - take responsibility for own actions, work in a team flexibly and contributively, adapt and respond positively to change - 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 and secure workplace - assume strategies to develop strong working relationships with team members, coroners, other colleagues and professional partners - ability to 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> <ol style="list-style-type: none"> 1. all aspects of coroners' law and practice and the broader national coroner service modernisation agenda 2. interpersonal communication and effective leadership capabilities

	<ol style="list-style-type: none"> 3. project management, lean approaches to service delivery 4. financial procedures and budgetary constraints, application of value for money checks for all activities 5. awareness of and willingness to work within national legislation and corporate and directorate policies and procedures related to health and safety. Kent County Council policies and procedures for all activities
BEHAVIOURS AND KENT VALUES	<p>Open</p> <ul style="list-style-type: none"> – Act with integrity, honesty and transparency – Demonstrate healthy attitude to risk – Welcome and expect change and evolving technology – Work in new ways – Be willing to learn – Work as a whole council – Treat people fairly and with respect <p>Invite Contribution and Challenge</p> <ul style="list-style-type: none"> – Work collaboratively to find new solutions – Innovate – Put the interests and wellbeing of customers first – Be open to challenge – Actively encourage and expect contribution <p>Accountable</p> <ul style="list-style-type: none"> – Do more for yourself – Take personal and professional responsibility for your actions and performance – Deliver at pace – Look for ways to save money – Look for commercial opportunities – Focused on outcomes