

# Kent County Council

## Job Description: *Coroners Court Usher*

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<b>Directorate:</b>	<b>Growth Environment and Transport</b>
<b>Unit/Section:</b>	<b>Public Protection /Coroners</b>
<b>Grade:</b>	<b>KR5</b>
<b>Responsible to:</b>	<b>Coroners Court Supervisor or a designated Coroners Office Manager</b>

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

In accordance with the relevant legislation and policies and on behalf of Kent County Council, to support the coroner services in Kent & Medway by managing all aspects of inquest hearings in the coroners' court.

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

1. Work flexibly and collaboratively with the coroner, coroners (investigation) officers, coroners (court) officers, coroners (administration) officers, coroners court volunteers and other coroners (court) ushers to effectively deliver the range of court duties to support the coroner service in Kent and Medway.
2. Deliver the effective functioning and operation of all electronic court equipment and ensure all evidence and documents are available by making all necessary arrangements to ensure smooth running of the hearings in the coroners' court and that inquest hearings are legally compliant.
3. Perform a professional and empathic family liaison function utilising effective communication mechanisms throughout to provide appropriate and timely advice and support to bereaved people and other witnesses or interested persons so that they are fully informed at all stages of the hearings in accordance with local policy and statutory requirements.
4. Develop effective working with all professional partners and volunteers to ensure that the procedure of the coroner's inquest is understood and that the correct procedures are followed. Undertake appropriate dynamic risk assessments and adopt conflict management strategies to ensure the safety of all persons attending the inquest hearing.
5. Develop and maintain relevant skills and knowledge of all relevant legislation, chief coroners and other official guidance including KCC policies and judicial direction in order to effectively work as a reflective practitioner using appropriate problem solving, taking responsibility for own actions and managing personal workload, to achieve the required standard according to local policy and statutory requirements.
6. Collaborate with the coroners (court) officers to provide support for general administrative tasks so that electronic and where necessary, hardcopy documents are available for court

hearings in a timely manner and court recordings and documents are appropriately prepared for the archives.

7. Work flexibly and collaboratively with other coroners' court ushers and coroners (court officers across other court locations to maintain business continuity and team resilience.
8. Ensuring integrity, fairness and consideration of the needs of others is integral to all of your actions to achieve professional and equitable working practices.

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.

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## Person Specification: *Coroners Court Usher*

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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>	English GCSE Grade C or equivalent ECDL or equivalent or demonstrable level of skill
<b>EXPERIENCE</b>	<ul style="list-style-type: none"><li>• Proven work experience with a customer service element or in a court setting, in a role demanding, confidentiality, responsibility, self-motivation and initiative and multi-tasking.</li><li>• Previous experience using effective communication strategies to work with people suffering emotional distress or conflict management and where cultural or religious observances may be significant.</li><li>• Demonstrable IT experience and confidence using Microsoft Office and other database applications.</li></ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"><li>• Excellent written and verbal communication skills.</li><li>• Ability to use a variety of language styles including conflict management and handling difficult conversations whilst maintaining empathy and integrity.</li><li>• Ability to provide appropriate information that is clear, accurate and unambiguous to professional partners, witnesses and bereaved people.</li><li>• Where appropriate to direct enquiries to relevant sources of advice, guidance and support.</li><li>• Organised, with diligent attention to detail.</li><li>• Ability to use electronic court equipment and other data packages or willingness to learn.</li><li>• Ability to work in a team flexibly and contributively.</li><li>• Ability to travel to meet the requirements of the service.</li><li>• Adaptable and able to respond positively to change, manage own work in a sensitive environment often with competing demands while maintaining high standards of work and meeting time constraints.</li><li>• Demonstrate well developed self-awareness and understand the specific requirements of a sensitive public facing role, such as appropriate appearance and behaviours.</li><li>• 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. Commitment to equalities and the promotion of diversity in all aspects of working.</li></ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"><li>• General understanding of current coroners' law, other relevant legislation and official guidance and procedures, religious and cultural observances relevant to death and court procedures.</li></ul>

	<ul style="list-style-type: none"> <li>• Microsoft Office including MS Teams, Office, Word and Excel data spreadsheets and relevant forms.</li> <li>• Awareness of data protection and confidentiality issues. Staff will be expected to have an awareness of and work with national legislation and corporate and directorate policies and procedures relating to health and safety and relevant Kent County Council policies and procedures.</li> </ul>
<b>BEHAVIOURS AND KENT VALUES</b>	<p><b>Kent Values:</b></p> <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> <p><b>Cultural Attributes:</b></p> <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>