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| **Job Description** | |
| **Post title** | Coroner Service Manager |
| **JE Reference No** | N10833 |
| **Grade** | Grade 9 |
| **Service** | Durham & Darlington Coroner Service |
| **Service Area** | Resources |
| **Reporting to** | This post is accountable to the Practice Manager |
| **Location** | Your normal place of work will be Crook Civic Centre, but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post is not subject to a disclosure. |
| **Flexitime** | This post is eligible for flexitime. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

To ensure high quality delivery of Durham & Darlington Coroner Service by managing and maintaining an effective and efficient Coroner Service team, working with the Senior Coroner to ensure standard working practices are in line with legislation and statutory requirements.

To ensure that all deaths and treasure reports are investigated in a timely and effective way in accordance with the Coroner’s and Justice Act 2009, Chief Coroner guidance and Council policies and procedures.

Work together with senior management to contribute to the operational management and development of the service to deliver a high quality, cost efficient and effective service.

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| **Duties and responsibilities** |

* Manage, appraise, recruit, motivate and develop staff, Coroner Officers and Coroner Support Officers to ensure effective workforce development and robust management of under performance in place
* Develop and maintain an induction and training programme and manage CPD for staff
* Ensure all deaths reported to the Coroner are dealt with effectively and in line with statutory requirements
* Support the Senior Coroner and Assistant Coroners in line with the Coroner’s and Justice Act 2009 and Chief Coroner guidance
* Maintain knowledge of relevant legislation, Chief Coroner guidance and Council policies and procedures to ensure that all staff activities and Coroner’s investigations are compliant
* Prepare and provide annual statistical returns to the Ministry of Justice and Chief Coroner’s Office in line with statutory requirements
* Responsibility for the effective management of the Coroner’s Court
* Develop and review office procedures and performance benchmarks for all areas in order to ensure standardisation of working practices
* Act as system owner for coroner’s case management software (WPC)
* Analyse, interpret and present data to highlight issues, risks and support decision making
* Manage and respond to complaints on behalf of the Senior Coroner.
* Maintain relationships with other stakeholders e.g. NHS trusts, GPs, clinicians, pathologists, funeral directors etc.
* Organise and manage service outreach programmes in relation to the referral of deaths to the service.
* Ensure all payments and requisitions are processed in line with Council policies and procedures
* Continuation of professional development to ensure training is up to date and to enhance skills identified in personal development plan
* To maintain absolute confidentiality and comply with relevant data protection regulations.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification | | |
|  | Essential | Desirable |
| Qualifications | * NVQ Level 4 Management or similar qualification in Administration or equivalent experience |  |
| Experience | * Previous experience in a supervisory or management role. | * Experience of working in a coroner service. * Experience of working in a local authority. |
| Skills & Knowledge | * Excellent IT Skills. * Knowledge of Microsoft Office and databases. * Demonstrable ability in managing and maintaining high performance. * Excellent verbal and written communication skills and the ability to communicate at all levels. | * Knowledge of Coroner legislation, guidance and regulations * Ability to produce accurate data, benchmarking and statistical information |
| Personal Qualities | * Ability to deal with emotionally sensitive information. * Ability to work under pressure. * Ability to use own initiative and work with minimum supervision. * Demonstrate an openess to change. * Flexible approach to work. * Commitement to service delivery. * Act with integrity and professionalism. * Commitment to providing good customer service with a drive for continuous improvement |  |