

JOB DESCRIPTION & PERSON SPECIFICATION

Director Area: Adult Care and Community Wellbeing

Job Ref Number: 04272

Service Area: Registration, Celebratory & Coroner's Service

Grade: G5

Job Title: Coroners Development Officer

PURPOSE OF JOB:

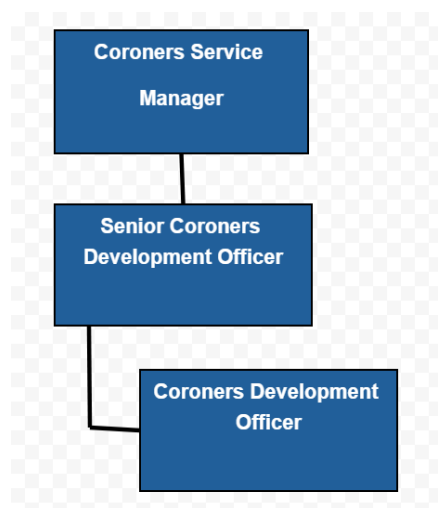
This role will support business development functions within the Greater Lincolnshire Coroners Service and aid the development of Greater Lincolnshire Coroners Service statutory and commercial activities. The role will provide a key customer focus support for key coronial administrative and/or other associated statutory functions in line with legislation and support the delivery of excellent customer service.

To support the work of key activities such as:

- Develop statutory and legislative activities within the service.
- Deliver digital development of the service.
- Monitor and support the case management of coronial cases.
- Manage request from families and approved professionals for documentation relating to judicial inquests.
- Deliver excellent customer service for all aspects of booking and co-ordination for coronial inquests.
- Process Treasure finds from across the Greater Lincolnshire area inclusive of liaising with Coroner to deliver outcome.

To perform functions / duties as required by HM Senior Coroner.

TEAM STRUCTURE:



MAIN DUTIES:	
1.	The post holder will carry out statutory duties in line with legislation at a suitable level for the role.
2.	The role will provide flexible support and day to day processing of tasks within 5 key areas across the Coroners service: • Service development and improvement of systems, policies and operational processes. • Delivery of judicial hearings. • Allocation and delivery of juries. • Processing treasure finds. • Judicial case completions.
3.	To undertake duties and tasks in connection with coronial processes and inquests including: • Manage the Treasure process inclusive of identifying and managing Coroner allocation for hearings. • Manage the judicial inquest listings and court process, including booking courts, managing Coroner allocations, arranging Court Officer attendance, and managing expert witnesses, legal professionals, media and the public. • Prepare and provide inquest bundles to the Coroner, bereaved families and approved interested parties.
4.	To undertake duties and tasks in connection with coronial activity including: • Identify and propose improvements to case management processes. • Provide responses and deal with queries from professionals and bereaved families, ensuring they are resolved in a sensitive way. • Deal with enquiries on the telephone and in person, resolve queries regarding judicial hearings and treasure cases. Where necessary provide signposting or transfer to appropriate Coroners Officer or management. • Performing appropriate duties in connection with inquest file preparation inclusive of any additional requirements as directed by the Coroner. • Collate performance and statistics to ensure statutory performance targets are met as requested by Senior Development Officer. •
5.	Digital development of the Greater Lincolnshire Coroners services, assisting with the visibility and development of the service, including: • Digital engagement – messaging through website, inclusive of ensuring public facing information is up to date and accurate including listed inquest dates/locations. • Manage feedback from public and media where potential improvements can be made.
6.	The post holder will have direct contact with the general public, on a daily basis, and with a range of bereaved families, professionals, and partner agencies and be expected to provide a high-quality customer service to both internal and external customers, resolving, where possible, expressions of dissatisfaction or complaints, and promote, Equality and Diversity at all times.

7.	To ensure accurate maintenance of coronial records for the Greater Lincolnshire coronial district: • In line with HM Coroner instructions ensure records have been prepared appropriately, ensuring redaction has been completed in advance of sharing information. • Maintain records within case management system and make Coroners Officers/Supervisors aware when errors/issues are identified for their action. • Identify and highlight proposed improvement areas within case management system to Senior Development Officer. •
8.	To undertake duties and tasks in connection with commercial coronial activity including: • Post-mortem provision. • Transport and removals. • Budgetary support. • Recharge support.
9.	The post holder should be a self-motivated individual who can devise solutions to issues arising from their daily work within recognised and agreed guidelines. To take personal responsibility for completing allocated areas of work as part of individual and team objectives and identify any improvements to operational processes. To undertake duties as directed by H.M Coroner and any reasonable management requests.
10.	Oversee and review financial and contractual transactions including jury expenses, expert witness charges, recharges and coronial contract costs according to policy and procedures.

PERSON SPECIFICATION:

Requirements	Where identified*	Essential	Desirable
Hold or be prepared to work towards a level 4 qualification or equivalent.	A	X	
Experience of MS Office: Word, Excel as a minimum, Photoshop experience also beneficial.	A	X	
Experience of work in a coronial or statutory provision area/service.	A		X
Understanding of how to provide excellent customer Service.	I	X	
Experience in dealing with the public either face to face, telephone written capacity.	A / I	X	
Is thorough and pays attention to detail.	A / I	X	
Demonstrating problem solving capabilities.	A / I	X	
Working on own initiative.	A / I	X	
Good written and verbal skills.	A / I	X	

Committed to self-development.	A / I	X	
Flexibility and a responsible approach to work.	A / I	X	
Experience of adapting rapidly to changing situations and priorities.	A / I	X	
Ability to respond quickly and positively to changing priorities and, is able to cope with unclear situations.	A/ I	X	
Understand the impact of personal behaviour and decisions on others.	I	X	

*A = Application form T = Test/Assessment I = Interview P = Presentation

GENERAL

The postholder is required to take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self-service to achieve maximum cost effectiveness.

The postholder is expected to work to the Lincolnshire County Council Core Values and Behaviours and to carry out the duties in accordance with Lincolnshire County Council policies.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Safeguarding -. All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Lincolnshire County Council Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.