

JOB DESCRIPTION & PERSON SPECIFICATION

Director Area: Resources

Job Ref Number: 03235

Service Area: Coroner's Service

Grade: G4

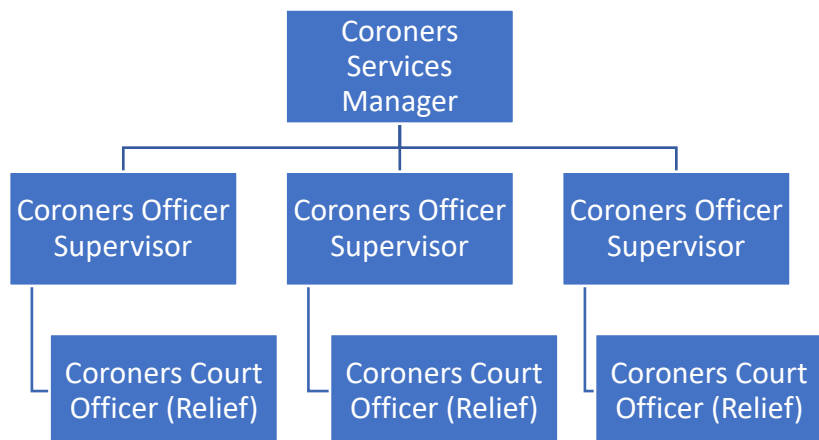
Job Title: Relief Coroners Court Officer

PURPOSE OF JOB:

To work within a defined Greater Lincolnshire Coroners Service Team, working alongside HM Coroner, Service Manager, Coroners Officer Supervisors, Coroners Officers, Development Officer and Business Support, ensuring efficient and effective support is provided within all Coroners Court rooms throughout the Greater Lincolnshire area.

To support both administratively and practically the inquest hearing, including acting as the first point of contact for all Lincolnshire Coroners Court users involved in the Inquest process, liaising with bereaved family members, legal representatives, witnesses, jury members, media and general members of the public. Ensure the court room is prepared, that all users follow court room etiquette at all times, ensuring that the needs of the Jury, Witnesses and HM Coroner are met.

TEAM STRUCTURE:



MAIN DUTIES:

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| 1 | To support the Coroner at the Inquest hearing by providing court usher duties which include but are not exclusive to: swearing in witnesses and juries, reading of evidence. Alongside the provision of support and guidance to the families, witnesses, interested parties and other professionals involved in the inquest hearing. Ensuring that any of the required documents are provided to the participants of the inquest hearing either physically or electronically. |
| 2 | To work flexibly and collaboratively as part of a team to provide efficient and effective delivery of the service, and to ensure resilience within Lincolnshire Coroners Service especially at times of pressure with day to day activities. |

3	To provide exceptional customer service to both internal and external customers by positively demonstrating the Council's values and behaviours in the role to support the achievement of the corporate vision.
4	To seek to maximise efficiency opportunities to help the Council receive value for money.
5	To show demonstration of the Council's Core Abilities (at the relevant level) • Personal Leadership • Being Future Focussed • Political and Commercial Astuteness • Supporting a High Performing and Flexible Workforce • Drive for Results
6	To perform professional, sensitive and empathic liaison with all court users through effective communication providing timely advice and support to ensure that all court users are fully informed of Court requirements in accordance with local policy and statutory requirements.
7	To coordinate and manage the inquest on the day of the inquest hearing including but not exclusive to ensuring the Court and additional rooms being used for the inquest hearing are set up and monitoring this throughout the day.
8	To look to continuously improve services in the area of responsibility, identifying efficiencies and improvements in process, procedure and the service provided to bereaved families and HM Coroner.
9	To ensure that those summoned for jury service attend and comply with all legal requirements for sitting in Coroners Court including but not exclusive to ensuring that the jury members understand their obligations whilst conducting jury attendance, oaths, safety, security, welfare and provide expenses claim guidance.
10	To ensure that those summoned as witnesses attend and comply with all legal requirements for attending the Coroners Court including but not exclusive to securing the attendance of witnesses, welfare, safety, oaths and provide expenses claim guidance.
11	To obtain skills and knowledge of all relevant legislation, Chief Coroners guidance, procedures and policies. To maintain relevant skills and knowledge of these by undertaking directed and self-directed learning including attendance at mandatory training and staff development.
12	To provide information and guidance on the Inquest process and hearing to anyone in attendance including bereaved families, witnesses, jurors, legal representatives, Interested Parties, members of the press and members of the public.
13	To carry out duties and responsibilities in accordance with the Council's Health and Safety Policy and relevant Health and Safety legislation.
14	To be responsible for the sound and visual systems used within the Coroners Court, and ensuring the legal requirement of the inquest hearing being digitally recorded and safely uploaded onto the case management system WPC following the inquest hearing.
15	To operate the Court video-link system and perform tasks required on the case management system WPC to support the conclusion of the inquest case including provision of the digital recording to Interested Parties when required, enabling the case to be closed.

PERSON SPECIFICATION

Requirements	Where identified*	Essential	Desirable
Excellent customer service skills including the capability to communicate effectively and sensitively where required, with a wide range of people.	Application Form and Interview	E	
At least 5 GCSE passes at Grade C or above or equivalent.	Application Form and Interview	E	
A working knowledge of the requirements and recommendations of the Coroners and Justice Act, Coroners and Bereavement Services and the statutory duties associated with death registration. Working knowledge of current legislation and the ability to demonstrate the implementation of processes for new legislation is also desirable	Application Form and Interview		D
Experience of working in a large public or private sector organisation	Application Form and Interview		D
Have an enquiring mind and natural inquisitiveness.	Application Form and Interview		D
Knowledge of medical practices and terminology	Application form and Interview		D
Ability to work under pressure as well as flexibly as part of a team	Application Form and Interview	E	
Ability to manage a wide network of business relationships, e.g. police, funeral directors and health care professionals	Application form and Interview	E	
Demonstrates an attention to detail	Application Form and Interview	E	
Knowledge of equal opportunity issues	Application Form		D
Experience and competence in the use of IT systems and Windows based software packages, and specialist software application s such as wpc	Application Form and Interview	E	
The ability to demonstrate effective time management	Applications Form and Interview	E	
Ability to commute around the Greater Lincolnshire area	Application	E	

*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.