

JOB DESCRIPTION & PERSON SPECIFICATION

Director Area: Adult Care and Community Wellbeing

Job Ref Number: 04271

Service Area: Registration, Celebratory & Coroner's Service

Grade: G8

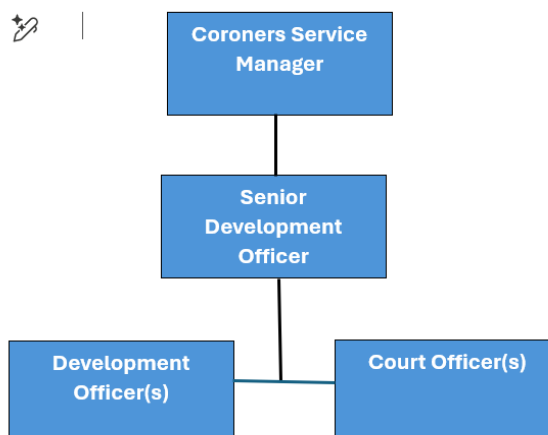
Job Title: Senior Development Officer

PURPOSE OF JOB:

This role is responsible for the development of high-quality Coroners operational delivery and development functions within the Greater Lincolnshire Coroners Service. The post holder should be a self-motivated individual who can create and devise solutions to issues arising from the daily service demands within recognised and agreed guidelines.

- To think both strategically and operationally with the ability to generate ideas and solutions.
- To be able to manage timescales and meet deadlines and budgets.
- Ensure the delivery of excellent customer service, ensuring work is completed within agreed standards and timescales.
- Oversee day to day financial management of coronial related activities.
- Management of post-mortems, transportation and coronial systems.
- Deliver a customer focused, efficient and effective court service.
- Line management responsibility for the Coroners Development Officer and Court Officer roles enabling them to make appropriate and informed decisions.
- To perform/support various coronial duties required by the HM Senior Coroner undertaking statutory and legislative duties.

TEAM STRUCTURE:



MAIN DUTIES:	
1.	Carry out statutory duties in line with the Coroners and Justice Act, MOJ and Chief Coroners Guidance.
2.	Maintain and build relationships which key contact across Greater Lincolnshire ensuring excellent customer service and delivering value for money.
3.	Day to day supervision, advice and guidance to Development Officers and Court Officers, with responsibility for training and mentoring within the team and the development of coronial associated supportive functions, new processes and procedures.
4.	<p>Court - Oversee the judicial court process management of judicial allocations:</p> <ul style="list-style-type: none"> • Manage timely court listing. • Maximise Coroner resource. • Oversee court listing process. • Engagement with legal professional, witnesses, interested persons, and families etc.
5.	<p>Digital – oversee and lead digital aspects within the service, including:</p> <ul style="list-style-type: none"> • Coroners case management system. • Public listings on website. • Digital support for families. • Internal systems such as SharePoint. • Service management information.
6.	<p>Commercial – oversee coroners commercial activity:</p> <ul style="list-style-type: none"> • Manage day to day post-mortem provision. • Manage day to day transport and removals. • Budget management. • Recharges.
7.	Support the development of new services in conjunction with the Management Team which will include Greater Lincolnshire services new initiatives and new legislation. Lead on projects in conjunction with the Management Team ensuring that projects are properly introduced, supported and managed.
8.	To support the budgetary control, maintaining spreadsheets of compliant, accurate and up to date financial records on behalf of the service and assist the management team with financial performance information.
9.	Foster and maintain, effective relationships with partners to understand their needs, manage the demand for services, and assist in determining the provision of services. Partners can include, Internal and External IT Suppliers, NHS Trusts, Medical Examiners, Police, NELC, Funeral directors, MOJ, Chief Coroner and HM Senior Coroner etc.

10.	Monitor KPI's and report on progress towards the Service Plan and other reporting requirements as determined by the Management Team. Measure, understand and manage the workload activities of the team and job holders to ensure performance exceeds agreed target levels.
11.	Work autonomously, applying creativity, problem solving skills and Council knowledge, on a daily basis to deliver outcomes for the service. This may include working closely with external stakeholders and customers to support their challenges and meet objectives. Champion new ways of working and improvements to processes and procedures.
12.	Administering financial transactions including daily accounting, receipt of payment of fees, coding of income and banking monies according to policy and procedures. Assist in the identification for the scope for improving the efficiency and effectiveness of the use of resources.
13.	Take ownership of the bereaved journey drive improvements alongside LCC & NELC colleagues to ensure we maximise the customer experience. Take the lead on customer engagement by developing appropriate feedback mechanisms.
14.	Establish clear team and individual performance targets and monitor performance of required timescales and deadlines. Provide advice and support within the service and to individuals to solve problems, make improvements and improve the performance of the service. To undertake duties as directed by H.M Coroner and any reasonable management requests.
15.	Play an active role in business continuity and be part of the service response in mass fatalities and excess death situations. Represent the service at internal and external meetings/forums.

PERSON SPECIFICATION

Requirements	Where identified*	Essential	Desirable
At least 5 GCSE passes at Grade C or above or equivalent.	A	X	
A commitment to work towards Level 4, Apprenticeship or higher, or, hold an equivalent level qualification.	A		X
Able to evidence experience in management of staff.	A / I	X	
Knowledge of statutory duties associated with the post, where applicable.	I		X
Experience of managing a wide network of relationships.	A / I	X	
Understand the key requirements for administrative support functions, including management of business processes, finance, human resources, IT and associated statutory responsibilities.	A / I	X	
Expertise with IT systems and Windows based software packages.	A / I	X	
Excellent interpersonal and communication skills, Good written and verbal skills.	A / I	X	
Understanding of how to provide excellent customer Service.	A / I	X	

Experience in dealing with the public either face to face, telephone written capacity.	A / I	X	
Demonstrating complex problem-solving capabilities.	I	X	
Understand the specific legislation that the service is governed by.	I		X
Ability to manage own time and workload / work on own initiative.	I	X	
Ability to respond positively, and promote change.	A / I	X	
An Awareness of Data Protection within the workplace.	A / I	X	
Awareness and adherence of Financial Regulations.	A / I	X	
Experience of developing and analysing customer feedback and engagement surveys.	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.