

# Role Profile

## Part A - Grade & Structure Information

<b>Job Family Code</b>	10PE	<b>Role Title</b>	Coroner's Inquests & Investigations Team Manager
<b>Grade</b>	PS10	<b>Reports to (role title)</b>	Coroner's Service Manager
		<b>Directorate / School</b>	Customer, Digital & Change
<b>JE Band</b>	371-438	<b>Service / Department</b>	Surrey Coroner's Service
		<b>Date Role Profile was created</b>	Sep-24

## Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

<b>Role Purpose</b> including key outputs	Working to the Senior Coroner and Coroner's Service Manager, this role is responsible for leading the effective day-to-day delivery of the Coroner's Investigations and Inquests team. This role has specific responsibility for overseeing the performance and professional practice of Coroner's Officers to ensure compliance with all legal duties associated with referrals, investigations and supporting Inquests into unexplained deaths, as well as embedding a performance culture that is centered on safeguarding the dignity of the deceased and delivering a sensitive, empathetic service to bereaved families. Stakeholder engagement is a key aspect of the role due to the need to work effectively alongside a range of partners in the death management system, including the Medical Examiners Service, the NHS and Police. The post holder is also required to work closely with the Senior Coroner, Area Coroner and Assistant Coroners (who are all independent judicial office holders), to maintain strong working relationships and to ensure their instructions are appropriately followed so that they can fulfil their judicial responsibilities.
<b>Work Context</b>	<p>Surrey County Council has a statutory responsibility under the Coroners and Justice Act 2009 to provide sufficient resources to enable the delivery of the Coronial function. The Senior Coroner for Surrey is a independent judicial officer holder and is not an employee of the Council. This is a unique relationship where the Council is responsible for the funding and delivery of the service and the Coroner is responsible for determining all decisions relating to how they fulfill their judicial responsibilities. The Council cannot interfere with, or seek to exert influence over, the judicial decision making process.</p> <p>Surrey is a busy and complex Coronial area due to its population size and a number of other factors, including five prisons, five Acute Hospitals, two large military barracks, long sections of motorway and railway, proximity to the UK's two largest airports and stretches of the River Thames. Out of the average total deaths (circa 12,000 per year) the Coroner service receives approximately 3,500 referrals per year. The postholder is responsible for leading the team which investigates and records the causes and circumstances of deaths which are either violent, unnatural, the cause of death is unknown or the person was in custody or state detention at the time of death. They work in collaboration with the Senior Coroner, Area Coroner and Asst Coroner's to ensure they are able to discharge their judicial functions. This includes managing referrals to the service, liaising with families; arranging post mortems and release of the deceased, supporting any necessary investigations and arranging and facilitating inquest proceedings. The service is based at the Coroner's Court in Woking.</p>
<b>Line management responsibility</b> if applicable	The postholder is directly responsible for 3 x Senior Coroner Officers and indirectly responsible for 16 x Coroner's Officers
<b>Budget responsibility</b> if applicable	Indirect responsibility for budget expenditure in relation to their area of responsibility. Overall Service budget c. £4.7m
<b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family	<p>Service Development</p> <ul style="list-style-type: none"> <li>• Contribute to the development and achievement of business plans in their work area to develop and implement agreed strategy.</li> <li>• Promote and manage the delivery of the service to meet the needs of the public.</li> </ul> <p>Planning &amp; Organising</p> <ul style="list-style-type: none"> <li>• Plan workloads and secure resources to enable the team/s to achieve a quality service.</li> <li>• Lead projects and reviews within a defined area of work as directed by their manager to promote engagement with the service area.</li> </ul> <p>Analysis, Reporting &amp; Documentation</p> <ul style="list-style-type: none"> <li>• Ensure processes and systems are in place to monitor and review service delivery and achievement of agreed objectives.</li> </ul> <p>Finance/Resource Management</p> <ul style="list-style-type: none"> <li>• Monitor and advise on budget expenditure in accordance with the organisation's policies and procedures.</li> <li>• May manage external suppliers and contracts.</li> </ul> <p>Work with others</p> <ul style="list-style-type: none"> <li>• Liaise, communicate and build relationships with other internal departments, partner organisations, agencies and/or contractors on operational issues to share knowledge or best practice and ensure quality, integrated service delivery.</li> </ul> <p>People Management</p> <ul style="list-style-type: none"> <li>• May manage a team operating in a well defined specialist area and organise deployment of staff and work and/or appropriate support for service users.</li> <li>• Monitor and support the performance management and development of team members to ensure that individual contributions are maximised.</li> </ul>

	<p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety &amp; Welfare: To be responsible for ensuring health &amp; safety policies, procedures and legislation are implemented, communicated and managed including making sure that health and safety responsibilities are fully understood and carried out by employees within their service area.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
<b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b>	<ul style="list-style-type: none"> <li>• Degree and/or relevant professional qualification and experience, or considerable experience of working within the service area.</li> <li>• Thorough knowledge of the service/functional area.</li> <li>• Strong customer focus and the ability to listen to and understand customer needs to ensure excellent services are provided.</li> <li>• Ability to understand and monitor budgets in accordance with financial procedures.</li> <li>• Proven written and oral communication and interpersonal skills with and the ability to create and maintain effective working relationships at all levels.</li> <li>• Proven IT skills and able to use technology to be effective in the role.</li> <li>• Ability to prioritise and plan and make best use of personal and project resources in achieving performance objectives.</li> <li>• Ability to manage a range of complex or high profile projects through to completion.</li> <li>• Experience in successful recruiting, managing, coaching and developing of staff.</li> </ul>
<b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b>	<p>Extensive operational experience, either within a coroners, police or legal environment, is essential.</p> <p>Technical knowledge of the death management process and proven expertise and experience of working within a Coroners Office, or similar, environment. Must be comfortable leading a team and communicating with key stakeholders and the public</p> <p>Previous staff supervision and management experience.</p> <p>Previous experience of communicating complex and emotive issues to specialists and non-specialists, both within the service, externally with key stakeholders and the public.</p> <p>The ability to travel around the County as required.</p>
<b>Role Summary</b>	<p>Roles at this level lead and manage the work of larger teams providing an operational service to enable customers to make informed use of the service, facility, or to obtain information or entitlement, or providing services in the community to standards and budgets. Alternatively they may be an experienced professional/specialist leading the implementation of strategy in a particular area. They will plan and ensure progress within established procedures and policy, and respond effectively to changing priorities and different situations. They will work closely with customers, staff, partners, agencies and/or contractors and have a primary role ensuring their services achieve the agreed service standards in a cost effective way and improving service delivery. These roles will contribute to the development and achievement of their area's business plan and to longer-term development. They will work largely autonomously with access to guidance from more experienced professionals.</p>
<b>Reference Number</b>	BM-2024-273

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