

Role Profile

Part A - Grade & Structure Information

Job Family Code	8PE	Role Title	Coroner's Officer
Grade	PS8	Reports to (role title)	Senior Coroner's Officer
		Directorate	Community Protection
JE Band	269-313	Service	Surrey Coroner's Service
		Team	
		Date Role Profile was created	Oct-20

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.

Role Purpose including key outputs	<p>This role is responsible for the service to the bereaved and assisting the Coroner in their investigation of deaths.</p> <p>They will be the single point of contact for the bereaved for each case they are designated.</p> <p>They will work closely with key stakeholders and partners, such as pathologists and doctors, to obtain evidence for the coroner.</p> <p>They will manage cases allocated to them from referral to any necessary inquest.</p> <p>They will work within and across their area team to share skills and knowledge to help drive continuous improvement across the service.</p>
Work Context	<p>Working with the members of their area team to ensure all the necessary processes and procedure are followed for each case they are allocated.</p> <p>They are required to stay in regular contact with the bereaved, or any relevant persons, to ensure they are updated on the status of the case.</p> <p>There is a requirement for this role to act as the coroner's representative at a scene of death or medical examination, as required.</p>
Line management responsibility if applicable	None
Budget responsibility if applicable	None
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Service Development</p> <ul style="list-style-type: none"> Contribute to the regular monitoring and review of services established to facilitate service improvement. Provide specialist/professional advice and recommendations within defined policy and procedures to support informed decision making. Promote and manage the delivery of the service to meet the needs of the public. <p>Planning & Organising</p> <ul style="list-style-type: none"> Plan personal and/ or team resources to enable delivery of a quality service. Lead small scale projects and reviews or support more complex projects and reviews to promote engagement within the service area. <p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> Adhere to established processes and systems to monitor and review service delivery and achievement of agreed objectives. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> Make recommendations for and manage work within the finance and resources allocated. <p>Work with others</p> <ul style="list-style-type: none"> Liaise, communicate and build relationships with other internal departments, partner organisations, the community and volunteers on operational issues and opportunities to share knowledge, raise awareness and ensure quality, integrated service delivery. <p>People Management</p> <ul style="list-style-type: none"> Allocate work and monitor the standard of team performance and ensure resolution of any issues, and / or may take on a coordinating and supervisory role with more junior staff as directed by their manager. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p>
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> Advanced Vocational Qualifications at level 4 and/or relevant professional qualification and specialist experience. For some roles a relevant degree may be required. Sound knowledge of the service/functional area including relevant legislation, policies and procedures relating to the service area. Customer focus and the ability to listen to and understand customer needs to provide appropriate services to a high standard. Ability to manage a range of projects to completion. Proven IT skills and able to use technology to be effective in the role. Effective written and oral communication and interpersonal skills with the ability to maintain effective working relationships at all levels. Ability to prioritise and plan and make best use of personal resources in achieving performance objectives. Ability to organise, develop and motivate a team of staff and apply relevant Council procedures and policies.

Details of the specific qualifications and/or experience if required for the role in line with the above description	<p>Experience, either within a coroners, police or legal environment, is desirable.</p> <p>Being able to empathise with people and be tactful in dealing with people.</p> <p>To be able to work with colleagues and stakeholders to identify and deliver process or performance improvements.</p> <p>Be comfortable with a working environment where they are dealing with sensitive information, specifically pertaining to the deceased.</p> <p>Must have good IT and communication skills.</p> <p>The ability to travel around the County as required.</p>
Role Summary	<p>Roles at this level may supervise a team providing a public facing service of facility. Alternatively, they may hold specialist knowledge used to provide a service involving complex equipment/resources to enable customers to access, examine and utilise assets, resources and information. They require the ability to influence and practically apply knowledge on the basis of technical knowhow, facts and evidence. They engage with members of the public, customers or other agencies/ partners to review and promote service delivery and resolve problems. Role holders need to be able to work independently whilst working under the supervision of more experienced staff.</p>
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