

# Role Profile

## Part A - Grade & Structure Information

<b>Job Family Code</b>	<b>9PE</b>	<b>Role Title</b>	<b>Senior Coroners Officer</b>
<b>Grade</b>	<b>PS9</b>	<b>Reports to (role title)</b>	<b>Coroners Office Manager</b>
		<b>Directorate / School</b>	<b>Community Protection</b>
<b>JE Band</b>	<b>314-370</b>	<b>Service / Department</b>	<b>Coroners Office Woking</b>
		<b>Date Role Profile was created</b>	<b>Mar-20</b>

## 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	To assess the needs of the customer and be conversant and knowledgeable in specific subjects providing a detailed level of service advice where appropriate.  Key outputs include:  Undertaking statutory duties appropriate to the role, working in line with all relevant legislation and ensuring the provision of a high quality service.  Working as part of a team and contributing to the provision of a high quality service supporting the service objectives.  Planing, leading and reviewing the work of the team providing services to the Coroners Service to enable the service to function effectively and achieve its objectives.
<b>Work Context</b>	Assess the needs of the customer and be conversant and knowledgeable in specific subjects providing a detailed level of service advice where appropriate. The Coroners Service supports the activities of the Coroner. The Coroner is an independent judicial officer appointed but not employed by the local authority, to investigate any death which is unnatural, sudden, unexplained, violent or occurs in custody.  The Coroner's Office provides support to the Coroner in the discharge of his judicial functions. This includes  <input type="checkbox"/> making all necessary arrangements for inquests <input type="checkbox"/> liaising with families <input type="checkbox"/> arranging post mortems and release of bodies <input type="checkbox"/> arranging and facilitating proceedings in the Coroner's 2 courts including those involving juries.
<b>Line management responsibility</b>	Will have line management of a small team.
<b>Budget responsibility</b>	No specific budget responsibility
<b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family	Service Development <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> Planning & Organising <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> Analysis, Reporting & Documentation <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> Finance/Resource Management <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> Work with others <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> People Management <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> Duties for all Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & Welfare: To be responsible for ensuring health & 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. To have regard to and comply with safeguarding policy and procedure as appropriate.
<b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b>	<ul style="list-style-type: none"> <li>Degree and/or relevant professional qualification or considerable experience of working within the service area.</li> <li>Thorough knowledge of the service/functional area including relevant legislation, policies and procedures relating to the service 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 the ability to 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 resources in achieving performance objectives.</li> <li>Ability to manage a range of projects through to completion.</li> <li>Able to lead team working, and use supervision to improve personal performance and practice of junior staff.</li> </ul>
<b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b>	Extensive operational experience is essential.  Technical knowledge and a wealth of expertise in working within a Coroners Office environment and must be comfortable in a Coroner's Court and with leading a team.  Satisfactory DBS clearance is essential as the role holder will often deal with sensitive information.
<b>Role Summary</b>	Roles at this level lead and manage the work of a team 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 on a project to promote a community/cultural activity. 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. They will work largely autonomously with access to guidance from more experienced professionals.
<b>Reference Number</b>	BM-2020-138