

CROYDON COUNCIL

ROLE PROFILE AND PERSON SPECIFICATION

DIRECTORATE:

Sustainable Communities, Regeneration and Economic

DIVISION: Culture and Community Safety

JOB TITLE: **Coroner's Resource Officer**

ROLE PROFILE

Job Title:	Coroner's Resource Officer
Directorate:	Sustainable Communities, Regeneration and Economic
Division:	Culture and community safety
Grade:	Grade 7
Hours (per week):	36
Reports to:	Administrative Team Leader
Responsible for:	This role has no line management or supervision duties.
Role Purpose and Role Dimensions:	To provide high quality front of house, administrative and court support to the Senior Coroner, Assistant Coroners and Metropolitan Police Coroner's officers for the South London Coroner's Court.
Commitment to Diversity:	The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.
Key External Contacts:	Bereaved families; other 'Interested persons'; members of the public; the Metropolitan Police Service; voluntary organisations; members of the Legal and Medical profession; Solicitors and Barristers representing interested parties; Registrars; Funeral Directors; Mortuary services; Medical examiners.
Key Internal Contacts:	Coroners, Coroner's Officers, other members of the wider administrative team.
Financial Dimensions:	Responsible for raising purchase orders for the payment of goods and services.
Key Areas for Decision Making:	Determining how to organise own workload, deciding on what advice to give and when to escalate issues.

Other Considerations:

The Coroner's Court is run by a small team and, when the Court is under strain, the post holder will be expected to support other team members outside of their normal day-to-day duties.

Is a satisfactory disclosure and barring check required?
[\(click here for guidance on DBS\)](#)

No

What level of check is required?

Is the post politically restricted
[\(Click here for guidance on political restriction\)](#)

No

Is the post exempt from the Rehabilitation of Offenders Act (ROA) 1974
[\(Click here for guidance on ROA \)](#)

No

Key Accountabilities and Result Areas:

Providing wide-ranging administrative support to the Court

Key Elements:

This will involve:

Providing front of house services in the Court, including answering telephones, emails and in-person customers at the reception desk, ensuring that enquiries are responded to or appropriately routed.

Promptly dealing with incoming and outgoing post.

Assisting Coroners and Coroner's Officers in preparing documents and Court bundles.

Being the first port of call to troubleshoot issues with equipment in the Court, such as copiers, phones, recording and AV equipment and escalating issues formally to ICT, FM etc where necessary.

Maintaining stationery supplies in the Court.

Providing general administrative assistance to support the coroner's officers, e.g. helping to warn witnesses for hearings, preparing witness lists, and copying documents for witnesses at court.

Raising purchase requisitions and receiving orders.

Supporting Coronial processes

This will involve:

Production of 'Out of England' requests to allocate to relevant coroner's officer for approval and where necessary returning to Funeral Directors for corrections or amendments.

Publishing public notices both physically in Court and on the Court website.

Processing a range of official Coronial forms and paperwork, such as applications for disposal certificates, interim death certificates, repatriation forms and cremation forms.

Processing post-mortem, toxicology and histology reports, including scanning and uploading onto the coroner's office case management system and bringing to the attention of the relevant coroner's officer.

Supporting Inquests and Juries

This will involve:

Greeting attendees and orienting them in the Court.

Preparing and managing the Court room, including putting out water, ensuring the recording system is ready to activate and downloading recordings following Inquests.

Acting as Court Bailiff, swearing in witnesses, securing the Court and organising volunteer court ushers at inquests.

Preparing Jury packs before and during the Inquest, including witness statements, photographic evidence and other documentation is included to the Coroner's satisfaction.

Information Management

Maintaining an effective filing system for the retrieval

and storage of paperwork within the Court environment.

Arrange for the permanent archiving of records including paper and IT records, and audio recordings of proceedings.

Ensuring that proper records of activity are recorded on the Court's case management system.

Confidentiality

- Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Data Protection

- Being aware of the council's legal obligations under the Data Protection Act 2018 (the "2018 Act") and the EU General Data Protection Regulation ("GDPR") for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.
- Maintaining customer records and archive systems in accordance with directorate procedures and policies as well as statutory requirements.
- Treating all information acquired through employment, both formally and informally, in accordance with the **Workforce Data Protection Policy**.
- There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Contribute as an effective and collaborative team member

This will involve:

- Participating in training to demonstrate competence.
- Undertaking training as required for the role.
- Participating in the development, implementation and monitoring of service plans.
- Championing the professional integrity of the service.

Equalities and Diversity

- The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

Health and Safety

- Being responsible for own Health & Safety, as well as that of colleagues, service users and the public.
- Employees should co-operate with management, follow established systems of work, use protective equipment and report defects and hazards to management.
- Managers should carry out, monitor and review risk assessments, providing robust induction and training packages for new and transferring staff, to ensure they receive relevant H&S training, including refresher training, report all accidents in a timely manner on council accident forms, ensure H&S is a standing item in team meetings, liaise with trade union safety representatives about local safety matters and induct and monitor any visiting contractors etc, as appropriate.

Person Specification

Job Title:	Coroner's Resource Officer
Essential knowledge:	<p>In-depth knowledge of office operations, systems and processes.</p> <p>Broad knowledge of a range of IT systems.</p>
Essential skills and abilities:	<p>Being a self-starter, able to actively prioritise your workload throughout the day and to move from one task to another at short notice.</p> <p>Ability to work in a fast-paced environment and maintain a strong attention to detail while keeping accurate records.</p> <p>Have the empathy and resilience to be able to deal with acutely bereaved residents on a daily basis.</p> <p>Outstanding people skills, tact and diplomacy.</p> <p>Excellent oral and written communication skills.</p> <p>Ability to quickly learn to use a wide range of IT software and hardware.</p> <p>Strong judgement and decision-making skills, acting with integrity at all times.</p>
Essential experience:	<p>Experience of providing administrative support within a public-facing legal or governance-based setting.</p> <p>Experience of self-managing a complex and diverse workload.</p> <p>Experience of working with a wide range of IT systems.</p> <p>Experience of working in a collaborative setting, with desired outcomes shared across multiple teams or organisations.</p>
Special conditions:	<p>The role will be expected to largely work to Court hours, namely 8am to 4pm, though there will be a need to occasionally work outside Court hours.</p> <p>The post is Court based with very limited opportunities for home working.</p>