

Job Description

This form is used to provide a complete description of the specific job and defines the required skills, knowledge, behaviours, qualifications and experience.

Section A: Job Profile

The job profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the role and a brief description of the main duties.

Job Details

Job Title:	Coroner's Service Manager
Salary:	£42,821 - £45,859 per annum
Grade:	13
Hours:	37 - We are open to discussions about flexible working.
Team:	Coroners
Service Area:	Cultural Services
Primary Location:	The primary location is Tidmarsh Lane, Oxford and you will be required to work from this location and in an agile manner.
Budget responsibility:	Coroner's Budget circa £1million
Responsible to:	Assistant Director for Cultural Services
Responsible for:	Direct responsibility for management, direction and co-ordination of the Senior Coroners Officer, Coroner's Office Secretary and Admin Assistant and indirectly for other employees whilst supporting the Oxfordshire Senior Coroner and Assistant Coroners.
Political Restricted Post:	No

Job Purpose

- To ensure high quality delivery of Oxfordshire Coroner's Service by managing and maintaining an effective and efficient Coroner Service team, working with the Senior Coroner to ensure standard working practices are in line with legislation and statutory requirements
- To ensure that all deaths are investigated in a timely and effective way in accordance with the Coroner's and Justice Act 2009, Chief Coroner guidance and Council policies and procedures.
- Work together with senior management to contribute to the operational management and development of the service to deliver a high quality, cost efficient and effective service
- Responsible for Coroner's budget, SLAs and other resources, including IT and accommodation

Job Responsibilities

- Manage Coroner's budget, maintaining projected spend within agreed levels, accurate monthly forecasting and ensuring all payments and requisitions are processed in line with Council policies and procedures

- Responsible for the procurement and monitoring of mortuary provision, toxicology and body removal SLAs in line with Council's contract management framework
- Responsible for the recruitment and supporting the Oxfordshire Senior Coroner and Assistant Coroners in line with the Coroner's and Justice Act 2009 and Chief Coroner guidance
- Manage, appraise, recruit, motivate and develop staff and Senior Coroner's Officer to ensure effective workforce development and demonstrate a commitment to a robust performance management framework
- Develop and maintain an induction and training programme and manage CPD for staff and Senior Coroner's Officer to ensure necessary skills, knowledge and behaviours in order to perform to the highest levels of ability and professionalism
- Lead by example, demonstrating a focus on colleague engagement, actively seeking to ensure all staff feel valued, engaged, and involved
- Evolve the focus on performance, ensuring all key performance indicators are achieved, providing mitigating plans if not
- To lead and manage the assurance of the service in areas of risk, audit, continuity planning and health & safety
- Lead and coordinate business and financial planning processes for the service, ensuring service plans are developed and resources are properly matched and that performance against plans and standards is monitored and evaluated
- Provide a strategic lead on policy and service development issues for these services, including new initiatives, partnership working, community involvement and all professional issues
- Support a thorough investigation of all deaths reported to the Coroner ensuring they are dealt with effectively and in line with statutory requirements
- Provide specialist technical expertise and assistance for complex cases in line with legislation
- Maintain knowledge of relevant legislation, Chief Coroner guidance and Council policies and procedures to ensure that all staff activities and Coroner's investigations are compliant
- Prepare and provide annual statistical returns to the Ministry of Justice and Chief Coroner's Office in line with statutory requirements
- Analyse, interpret and present data to highlight issues, risks and support decision making
- Develop and review office procedures and performance benchmarks for all areas in order to ensure standardisation of working practices
- Work closely with other authorities and key stakeholders to coordinate approaches to cost effective service development and ensure, wherever possible, a common approach.
- Responsibility for the effective management of the Coroner's Court including the arrangement of pre-inquest reviews, court inquest hearings, jury sessions and Coroners' Court Support Service volunteers to ensure a consistently high quality environment for users
- Responsibility for the procurement, operation and maintenance of all court equipment and for ensuring court hearing audio / transcript / disclosure requests are dealt with in line with statutory requirements
- Ensure digital provision for external users is appropriate and be the first point of contact for media related interest
- Act as system owner for coroner's case management software (WPC)
- Represent the Senior Coroner and OCC at emergency planning, steering groups, multi-agency safeguarding initiatives and national and regional groups
- Responsibility for the Coroner's Service business continuity and critical incident plan to ensure business contingency and resilience

- Continuation of professional development to ensure training is up to date and to enhance skills identified in personal development plan
- Lead major projects on behalf of the service or the directorate, as required, adhering to corporate and Directorate governance guidelines
- Drive organisational development and culture change within the service and Council by modelling the Council's values and the behaviours expected of all in the Council and encouraging and supporting others to do so
- To undertake other duties required of the post

Section B: Selection Criteria

This section provides a list of essential and desirable criteria that detail the skills, knowledge, behaviours, qualifications and experience that a candidate should have in order to perform the job. The selection criteria provide a list of essential (no more than 8-10) and desirable criteria (no more than 4).

Each of the criteria listed below will be measured through the application form (A) and optionally - a test / exercise (T), an interview (I), a presentation (P) or documentation (D). You must provide a supporting statement as part of your application which includes examples and evidence of when you have demonstrated the criteria listed below. You will be expected to address each point separately and in the order listed. If you do not complete a full supporting statement in the requested format your application may be rejected.

Essential Criteria	Assessed By:
Degree or equivalent recognised qualification(s) in Coroner's Officer training or equivalent experience	A, D
Detailed understanding and knowledge of Coroner's legislation, guidance and regulations	A, I
Proven ability in financial management, including budgeting, forecasting, monitoring expenditure and identifying intervention and solutions when required	A, I
Proven ability in establishing procurement and monitoring of SLAs and contracts to ensure high standard and secure best value	A, I
Proven ability in managing and maintaining high performance through appropriate feedback, management of poor performance and proven ability in producing accurate data, benchmarking and statistical information	A, I
Excellent written, oral and digital communication skills and the ability to communicate at all levels with a high level of negotiation and influencing skills	A, I
Proven ability in providing good customer service with a drive for continuous improvement whilst monitoring and responding to customer complaints	A, I
Experience of working at a strategic level and in partnership with internal and external partners including establishing strong working relationships with relevant stakeholder groups	A, I
Experience of developing, reviewing and implementing strategic servicew planning, business and financial planning and business continuity and critical incident plans	A, I

Emotional resilience to cope with distressing and unpleasant scenes or situations, and in a confidential manner	A, I
Desirable Criteria	
Understanding and knowledge of medical terms and procedures	A, D
Recognised qualification in dealing with the bereaved	A, D
Experience of dealing with the media	A, I

Section C: Pre-employment Checks

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates. Further information can be found here [Pre-employment checks](#)

Additional pre employment checks specific to this role are identified below (those ticked).

<input type="checkbox"/>	Enhanced Disclosure and Barring Service check with Children's and Adults Barred List	<input type="checkbox"/>	Enhanced Disclosure and Barring Service check without an Adult/Children's barred list check
<input type="checkbox"/>	Enhanced Disclosure and Barring Service check with Children's Barred List	<input type="checkbox"/>	Enhanced Disclosure and Barring Service check with Adults Barred List
<input type="checkbox"/>	Standard Disclosure and Barring Service check	<input type="checkbox"/>	Basic Disclosure
<input type="checkbox"/>	Disqualification for Caring for Children (Education)	<input type="checkbox"/>	Overseas Criminal Record Checks
<input type="checkbox"/>	Prohibition from Teaching	<input type="checkbox"/>	Professional Registration
<input type="checkbox"/>	Non police personnel vetting	<input type="checkbox"/>	Disqualification from Caring
<input type="checkbox"/>	Other (please specify):		

Section D: Working Conditions

This is a guide to the working conditions and the potential hazards and risks that may be faced by the post-holder.

Health and Safety at Work

You are responsible for your own health, safety and wellbeing, and undertaking health and safety duties and responsibilities for your role as specified within Oxfordshire County Councils Health and Safety Policy.

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked).

<input type="checkbox"/>	Provision of personal care on a regular basis	<input type="checkbox"/>	Driving HGV or LGV for work
<input type="checkbox"/>	Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/>	Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or a council vehicle for work purposes)
<input type="checkbox"/>	Working at height/ using ladders on a regular/ repetitive basis	<input checked="" type="checkbox"/>	Restricted postural change – prolonged sitting
<input type="checkbox"/>	Lone working on a regular basis	<input type="checkbox"/>	Restricted postural change – prolonged standing
<input type="checkbox"/>	Night work	<input type="checkbox"/>	Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/>	Rotating shift work	<input type="checkbox"/>	Manual cleaning/ domestic duties
<input type="checkbox"/>	Working on/ or near a road	<input type="checkbox"/>	Regular work outdoors
<input checked="" type="checkbox"/>	Significant use of computers (display screen equipment)	<input type="checkbox"/>	Work with vulnerable children or vulnerable adults
<input type="checkbox"/>	Undertaking repetitive tasks	<input checked="" type="checkbox"/>	Working with challenging behaviours
<input type="checkbox"/>	Continual telephone use (call centres)	<input type="checkbox"/>	Regular work with skin irritants/ allergens
<input type="checkbox"/>	Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/>	Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/>	Work requiring respirators or masks	<input type="checkbox"/>	Work with vibrating tools/ machinery
<input type="checkbox"/>	Work involving food handling	<input type="checkbox"/>	Work with waste, refuse
<input checked="" type="checkbox"/>	Potential exposure to blood or bodily fluids	<input checked="" type="checkbox"/>	Face-to-face contact with members of the public
<input type="checkbox"/>	Other (please specify):		

Agile Working - All staff may be required to work from a different base or in a different location at some point in the future in line with any Council or school needs. Such changes will be made after proper consultation and shall be deemed to be reasonable after taking into account any personal requirements.