



Cumberland Council

Post Specification

Date	August 2024
Post Group Number	PG 6932
Post Title	Coroners Support Assistant
Job Family	Business Support
Job Family Role Profile	BS6
Final Grade	Grade 7

To be read in conjunction with the job family role profile

Service Area description

- The role of the HM Coroner is to ascertain the circumstances surrounding specific types of deaths. They accept referrals, hold an investigation / inquiry, and any subsequent inquest, into deaths that are unexplained or unnatural (other than natural illness or disease). These may be as a result of violence, an accident or neglect, or occurred in public institutions where liberty has been deprived, such as a prison, care home or whilst in police custody.
- They also make recommendations to relevant authorities or organisations where there may be any issues that are of significant interest to the wider community.
- HM Coroner also investigates the circumstances of items found which are classified as 'Treasure'.
- It is a customer focused service dealing with a wide variety of stakeholders (such as Doctors, police, undertakers, next of kin/bereaved, etc.), and delivers a service at one of the most difficult and emotional periods in an individual's life, the sudden death of a loved one or family member.

Purpose of this post

- To work with HM Coroner and other stakeholders to ensure the effective delivery of Coroner's services to the residents of Cumbria and the wider community and assist HM Coroner in fulfilling their statutory duties with regards to the investigation of unexplained or unnatural deaths.
- To provide effective and efficient administrative and business support to the Service Manager, HM Coroner, and the service, and contribute to the effective and timely delivery of Coroner's services.
- To assist HM Coroner and the local authority in fulfilling their statutory duties in accordance with coronial and local authority practices and procedures.

Key job specific accountabilities

1. To organise and provide responsive, flexible and effective and efficient business support to HM Coroner and undertake any such administrative tasks to support delivery of services and ensure HM Coroner and the local authority can meet their statutory obligations.
2. To communicate effectively with service users and other stakeholders (internal and external) either face to face, telephone, or email, and ensure any enquiries or requests are dealt with in a timely, courteous, and professional manner, including with service users who may be distressed or challenging.
3. To plan and prioritise own work and that of the support team including checking the work of and providing support to colleagues.

4. To maintain services specific and local authority systems including databases, spreadsheets, and electronic case management systems. Provide information and respond to queries from external and internal customers, and undertake problem solving, maintain data integrity and ensure information is managed in a secure way.
5. To actively support service development and improvement to systems and processes to ensure resources are used to the best effect.
6. Monitor, reconcile and processing financial transactions including using E-procurement, ordering goods and services, and receipting, as well as monitoring and identifying potential errors with invoices, verifying payments, petty cash management, and E5 payments.
7. Support the effective management of H&S systems and processes, resources, and property.
8. Support statutory timescales and requirements and maintain the confidentiality and integrity of information.
9. Provide any appropriate support to the Service Manager and HM Coroner and undertake any other such additional duties as may be appropriate and reasonable to meet the needs of the Coroners Service, or the wider council, as may be specified by either HM Coroner or the local Authority.
10. Provide the highest standards of customer care, and act with professionalism and to the high standards that befit the judicial status of the service, and HM Coroner as a Judicial Officer.

Please note annual targets will be discussed during the appraisal process

Key facts and figures of the post

Budget Responsibilities

- No direct budget responsibilities

Staff Management Responsibilities

- No direct staff management responsibilities

Other

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Essential Criteria - Qualifications, knowledge, experience and expertise

Essential

- NVQ 2 or 3 in a related field or equivalent demonstrable experience providing administrative and business support.
- Organised and methodical, with problem solving skills, and accuracy and attention to detail
- Experience dealing with sensitive and confidential information
- Ability to work to tight deadlines, and organise workload according to changing priorities
- Good communication skills and a customer focused approach, and experience dealing with the public
- Flexible and enthusiastic approach to tasks, workload, people and working situations within a dynamic and fast-moving environment
- ICT literate with experience working with Microsoft Office, case management systems and databases
- Preparation of documents and managing information

Desirable

- Some demonstrable experience providing administrative and business support within a related or equivalent field, ideally within a legislative, regulatory, medical, or technical service
- Experience dealing with the public who may be distressed and emotional

Disclosure and Barring Service – DBS Checks

- This post does not require a DBS check.

Job working circumstances

Emotional Demands

- Potential for the bereaved / next of kin and members of the public to be distressed, emotional and/or potentially aggressive
- Dealing with information that is sensitive, linked to potentially distressing situations, and including some exposure to reports or other communications that may contain graphic detail and/or viewing upsetting photographs/images/video

	<ul style="list-style-type: none"> • Time-bound workload with conflicting priorities and very short deadlines
Physical Demands	<ul style="list-style-type: none"> • Minimal physical demands
Working Conditions	<ul style="list-style-type: none"> • Office based / public facing role - however, subject to service needs, it may be possible to occasionally work from home
Other Factors	
<p>Misc. Notes or requirements relevant to the position</p> <ul style="list-style-type: none"> • In the unlikely event of a mass fatalities incident, the post holder may be required to provide reasonable additional cover out-with normal working to meet the needs of the service. • Due to the public facing nature of the service there is a requirement for the post holder to dress in smart / formal office attire. <p>Important information</p> <ul style="list-style-type: none"> • <i>Under current legislation local authorities are responsible for the provision and funding of the local Coronial Services, however, all HM Coroners are 'independent judicial officers' and are not employed by or accountable directly to the authority. They are independent of both Local and Central Government and are required to act in accordance with legislation and various statutory instruments. The local authority cannot monitor performance, discipline or give formal direction to HM Coroner.</i> 	