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| |  | | --- | |  | | **Coroner’s Clerk**  Thank you for your interest in applying for the above post. Please find attached the Job Description and Person Specification for the role. | | **Working for Stockport Council** | | **Macintosh SSD:Users:tony.collinge:Desktop:values_job_description:STAR_logo_and_values.jpg**  Stockport Council has 4 core values that run through everything we do and are known as the Stockport Way of doing things. As an organisation we stay true to them no matter what challenges we face. The values came from colleagues and were developed through workshops and consultation across the Council.  [This video,](https://play.buto.tv/3My87) produced 'in house' and featuring colleagues from across the Council, explains each value and shows how colleagues are living these values each day.  As a new colleague the Council will expect you to work in accordance with these values. We also have policies and procedures around health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council’s priorities which we expect you to adhere to. These will be explained in detail to you as part of your induction process.  You can find out more about working for Stockport Council, and some of the benefits we offer employees, online at <https://greater.jobs/locations/stockport/>  H:\Directorate Services Team\Recruitment (Annalie Burns' Team)\Recruitment\OTHER\Diversity and Inclusion\DISABILITY CONFIDENT\employer_small.png |   green band epsStockport Council  **Job Description** | |
| Post Title: CSS Head of Service (Specialist)  **Service Area: Coroner’s Office**  **Directorate: CSS**  **Team: Coroner’s** | Salary Grade: Scale 4 |
| **Post Reports to: Jeanette Mitchell**  **Post Responsible for: N/A** | |
| **Main Purpose of the Job:**  To provide administrative and clerical support to enable Her Majesty's Coroner for Greater Manchester South District to fulfill his statutory duties. To liaise effectively with Coroner's Officers and outside agencies to ensure a smooth running of the service. To liaise appropriately and sensitively with bereaved families when required. | |
| **Summary of responsibilities and key areas:**  1. Produce statutory documents to enable registration of deaths reported to the Coroner and facilitation of funerals in liaison with Registrar of Deaths, bereaved relatives and Funeral Directors.  2. Monitor cases that are listed Inquest hearings, manage the court diary and ensure witness attendance as required by Her Majesty's Coroner. Relist cases when the need arises. Liaise with specialist witnesses as required. Summons a jury when the case dictates the need. Liaise with Area and Assistant Coroner's when necessary to cover court dates. Manage the court when required.  3. When required, to discuss and process accepted death reports, including completion of the relevant documentation and liaising with the police, doctors, pathologists, registrars and bereaved relatives or their representatives. Liaise with regard to tissue retention with pathologists and bereaved relatives where necessary. Have a good knowledge of legal and medical terminology. To monitor reported deaths ensuring that they are dealt with efficiently, sympathetically and expeditiously.  4. Provide accurate and timely information and appropriate guidance to bereaved and often traumatised people for the duration of the Coroner's enquiry in a sensitive, informative and appropriate manner either in person or on the telephone. Inform and provide guidance to other properly interested persons and other agencies/professionals as appropriate either in person or on the telephone. Deal with press enquiries appropriately.  5. To carry out designated clerical and administrative duties as required.  6. To cover the Coroner's Officers role in their absence, and the Court Clerk or the Reception area when required. | |
| **Job Activities:**    1. Accurately input, update and maintain computer records.  Produce statutory documents as directed by the Coroner in order to enable registration of deaths reported to the Coroner and facilitation of funerals, or to enable deceased persons to be repatriated overseas, in liaison with Registrar of Deaths, bereaved relatives and Funeral Directors.  2. Check court lists and cases for Inquest hearings in accordance with instructions issued by Her Majesty’s Coroner.  Manage the court diary.  Liaise with the Area Coroner and Assistant Coroner's to cover court when necessary.  Liaise with specialist witnesses, such as Pathologists, Hospital Consultants, Senior Police Officers and Expert Witnesses when necessary to check availability prior to listing Inquests.  Send letters to all witnesses required to attend Inquests, monitor and chase responses. Ensure witnesses are given directions to court and informed how to claim expenses. Trace witnesses who do not respond due to changes of location or address. Issue summonses when required in liaison with the Police Coroner’s Officers and monitor responses.  For jury cases send for a list of potential jurors from the electoral role and issue summonses. Write again to jurors after responses have been received to confirm attendance or excuse them. Ensure jurors are given directions to court and informed how to claim expenses. Provide a list of jurors to Her Majesty’s Coroner and the Court Clerk prior to the Inquest starting in court  When a situation arises where an Inquest has to be withdrawn advise all witnesses, properly interested parties and legal representatives and re-schedule to a new date using the same processes as for initial listing.  Co-ordinate and manage Inquest hearings as appropriate, ensure witnesses and jurors are informed as to how to claim expenses to which they are entitled.  Prepare files and print relevant documents for court as required.  To prepare statutory documents as necessary to enable the registration of deaths after the conclusion of Inquests. Liaison with the Registrar of Deaths as required. Ensure that the necessary statistical information is forwarded to the respective organisations, eg. Transport Research Laboratory  3. When required, to discuss and process accepted death reports, including completion of the relevant documentation and liaising with the police, doctors, pathologists, registrars and bereaved relatives or their representatives.  Arrange post-mortem examinations as directed by the Coroner and attend the post-mortem examination when required. Arrange appropriate transfer of bodies between hospitals as necessary.  Address organ and tissue retention issues in accordance with the Human Tissue Act by explaining the options to the bereaved in a sensitive manner in order to enable them to make an informed decision as to how the samples should be disposed of.  To advise Pathologists regarding relatives wishes in relation to organ and tissue retention following a post-mortem examination in accordance with the Human Tissue Act.  To monitor reported deaths ensuring that they are dealt with efficiently, sympathetically and expeditiously.  4. Provide accurate and timely information and appropriate guidance to bereaved and often traumatised people for the duration of the Coroner's enquiry in a sensitive, informative and appropriate manner either in person or on the telephone.  Inform and provide guidance to other properly interested persons and other agencies/professionals as appropriate either in person or on the telephone.  Deal with enquiries from the press in an appropriate manner, bearing in mind the sensitivity and confidentially of the cases being dealt with.  5. To carry out designated clerical and administrative duties as required, inlcuding filing and retrieval of files.  Type correspondence and transcripts for Her Majesty's Coroner.  Order goods and services via the PECOS system as office demands require.  To provide a photocopying service to the particularly during Inquests when large quantities of copying may be required. Recording of numbers of copies etc. against a particular Inquest.  To assist the Coroner’s Officers with preparing, paginating and copying documents for large and complex cases.  6. To cover the Coroner's Officers role in their absence, and the Court Clerk role or the Reception area when required.  Other.  Research and retrieve archived reports and Inquest files.  To assist those clients who are disabled. To ensure that disabled persons are met and accompany them to their destination remaining to look after them at all times.  Be able to provide First Aid assistance, with the necessary experience and training.  Ensure that all software and databases are kept completely up to date to enable accurate dissemination of information and comprehensive statistics to be produced as necessary. Complete regular error checks on the dedicated Coroner's software.  To accept responsibility for own workload to a pre-determined deadline and ensure that tasks are completed within the appropriate timescale.  Corporate dress is worn within the Coroner's Office and should be observed at all times (unless agreed by the Coroner). Name badges should also be worn at all times.  To perform any other function or task which Her Majesty’s Coroner may reasonably require in order to fulfill his/her statutory requirements.  To work positively and inclusively with colleagues and customers so that the Council provides a workplace and delivers services that do not discriminate against people on the ground of their age, sexuality, religion or belief, race, gender or disabilities.  To fulfill personal requirements, where appropriate, with regard to Council policies and procedures, health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council’s Mission Statement.  To work flexibly in the interests of the service. This may include undertaking other duties provided that these are appropriate to the employee’s background, skills and abilities. Where this occurs there will be consultation with the employee and any necessary personal development will be taken into account. | |
| **Additional responsibilities:**  To work positively and inclusively with colleagues and customers so that the Council provides a workplace and delivers services that do not discriminate against people on the ground of their age, sexuality, religion or belief, race, gender or disabilities.  To fulfill personal requirements, where appropriate, with regard to Council policies and procedures, standards of attendance, health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council’s priorities.  To work flexibly in the interests of the service. This may include undertaking other duties provided that these are appropriate to the employee’s background, skills and abilities. Where this occurs there will be consultation with the employee and any necessary personal development will be taken into account. | |

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Stockport Council

Competency Person Specification

The criteria listed below represent the most important skills, experience, technical expertise and qualifications needed for this job role.

Your application will be assessed against these criteria to determine whether or not you are shortlisted for interview.  Any interview questions, or additional assessments (tests, presentations etc) will be broadly based on the criteria below.

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| **Competency** | **Essential or Desirable** |
| To work to the Council’s values and behaviours:   * To keep the people of **Stockport** at the heart of what we do * To succeed as a **team**, collaborating with colleagues and partners * To drive things forward with **ambition**, creativity and confidence * To value and **respect** our colleagues, partners and customers | Essential |
| Ability to exercise discretion and maintain confidentiality at all times. | Essential |
| Ability to communicate effectively and sympathetically, both orally and in writing, with colleagues, the bereaved, members of the public and partners from outside organisations. | Essential |
| Ability to organise and manage own workload and complete tasks accurately and on time, working towards prescribed deadlines in a busy environment. | Essential |
| Proven track record of providing excellent customer service | Essential |
| An organised and methodical approach with appropriate and competent use of IT and other technology. | Essential |
| Knowledge of the Coroner's Office specialist software. | Desirable |
| Working knowledge and understanding of medical and/or legal terminology. | Desirable |
| Working experience of various software packages eg. Word, Outlook | Essential |
| Educated to GCSE-Level or equivalent, or have proven relevant experience. | Essential |
| Understands and actively supports Stockport Councils diversity and equality policy. | Essential |
| To meet Stockport Council’s standard of attendance. | Essential |
| A willingness to be flexible in a changing environment | Essential |
| TO BE INCLUDED WHEN THE ROLE IS COVERED BY THE FLUENCY DUTY (SEE GUIDANCE ON ENGLISH LANGUAGE REQUIREMENT ON CONNECT)  The ability to converse at ease with service users/customers and provide advice in accurate spoken English. | Essential |