

# **ROCHDALE BOROUGH COUNCIL**

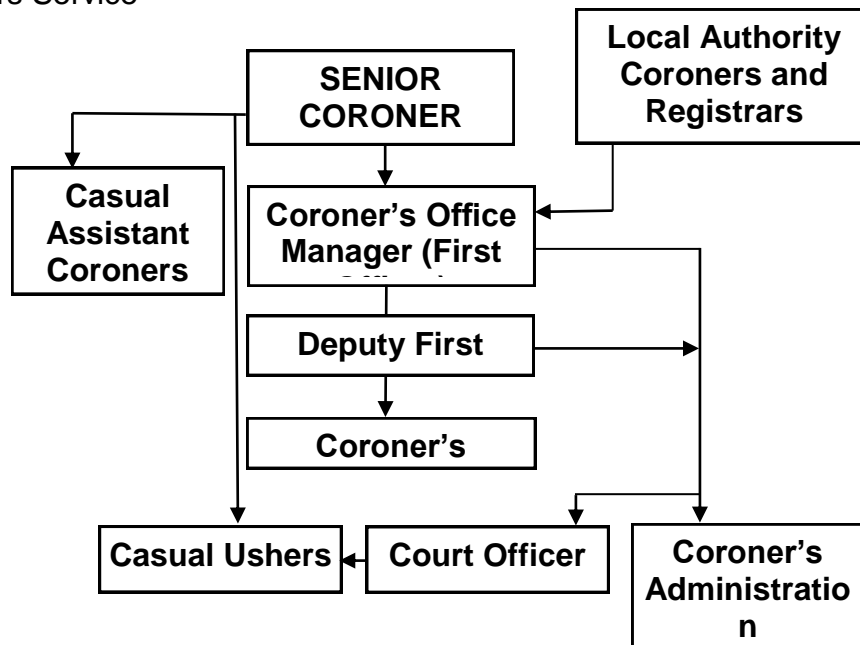
## **JOB DESCRIPTION**

<b>SERVICE</b>	<b>:</b>	<b>NEIGHBOURHOODS SERVICE</b>
<b>SECTION</b>	<b>:</b>	<b>CORONER'S SERVICE</b>
<b>LOCATION</b>	<b>:</b>	<b>HM CORONERS COURT, NEWGATE HOUSE, 2<sup>ND</sup>&amp; 3<sup>RD</sup> FLOORS, NEWGATE, ROCHDALE OL16 1AT</b>
<b>JOB TITLE</b>	<b>:</b>	<b>CASUAL USHER</b>
<b>POST NUMBER</b>	<b>:</b>	<b>CRCO00000007</b>
<b>Grade</b>	<b>:</b>	<b>1 (Local living wage £9.30 per hour)</b>
<b>Accountable to</b>	<b>:</b>	Coroner Assistant Coroners Coroner's Office Manager Coroner's Officers Coroner and Registrars Manager
<b>Accountable for</b>	<b>:</b>	None
<b>Hours of Duty</b>	<b>:</b>	Casual - up to 37 hours per week by negotiation
<b>Any Special Conditions of Service</b>		<p>The Authority operates a Smoke Free Policy for all its employees and applies to any building and associated grounds within in the immediate vicinity of the building which is wholly owned, leased or operated and occupied by R B C.</p> <p>In accordance with Section 7 of the Immigration Act 2016 this post requires the ability to converse at ease with the members of the public and provide advice in accurate spoken English.</p>

**The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.**

## ORGANISATIONAL CHART

### Coroners Service



## PURPOSE AND OBJECTIVES OF THE JOB

To assist H.M. Coroner with the conduct of inquests at various locations in his area of jurisdiction.

### Control of Resources

#### Personnel

To be responsible for your own direction, support and motivation.

#### Financial

To work in accordance with Financial Regulations and procedures of the Authority.

#### Equipment/Materials

To be responsible for the safe use and maintenance of equipment/materials used by the postholder.

### Health/Safety/Welfare

Responsibility for the safety and welfare of self and colleagues in accordance with the Health and Safety Policies of the Council.

### Equality and Diversity

To work in accordance with the Authority's Policy relating to the promotion of Equality and Diversity.

## **Training and Development**

The post holder will be responsible for assisting in the identification and undertaking of his/her own training and development requirements in accordance with the Council's Performance Management Framework.

## **Relationships (Internal and External)**

### **Internal**

- Coroner and Assistant Coroners
- Managers and staff
- Colleagues within the Service
- Trade Union Officials

### **External**

- Outside agencies/service providers
- Members of the public
- GM Police
- Pennine Acute Trust Staff
- Training providers

## **Responsibilities**

The postholder must -

- (i) Perform his/her duties in accordance with Rochdale Council's Equality and Diversity Policy.
- (ii) Ensure that Rochdale Council's commitment to public service orientation and care of our customers is provided.
- (iii) Render an effective and efficient service.

## **Values and Behaviours**

Approach the job at all times using the values set out below

- Proud of the difference we make
- Passionate about the diversities of the Borough
- Pioneering and Open in our Approach

Be aware of and apply these values and associated behaviours at all times.

## **Principal Duties**

To act as Court Usher to support the Coroner and the Court during all Coronial hearings. This includes:-

1. To liaise with Coroner's Officers and Admin Team to obtain and become familiar with information about the type of hearing, allocated court, expected witness details, how

witnesses are attending, timings, allocation of meeting rooms, issues arising etc. prior to the start of the hearing.

2. To be aware of any hearing risk assessments carried out pre-hearing and to assist with implementing recommendations.
3. To prepare the courtroom in readiness for the hearing to take place ensuring:-
  - that all equipment is tested and in place and working
  - that remote witnesses are admitted to the hearing and connections tested prior to the hearing commencing.
  - that court rooms have been cleaned between sessions to comply with COVID guidance.
4. To provide support to the bereaved family and other witnesses attending the hearing and to guide them through the process including:-
  - greeting witnesses as they arrive and advising them of court etiquette
  - ensuring track and trace details of all those attending are obtained
  - providing advice and guidance in respect of court procedures.
  - establishing the preferred oath to be taken prior to hearing
5. To understand and operate court audio/visual, camera and recording equipment in court to ensure:-
  - that all hearings are recorded appropriately
  - that witnesses attending remotely can see and hear the court proceedings
  - that the court can see and hear remote witnesses
  - that any technical issues that arise are resolved as quickly as possible
6. To act as a Court Usher in court during all hearings:-
  - to provide support for Coroner in court, to carry out Coronial requests, to monitor court attendees, to provide feedback to the Coroner and to liaise between the Coroner and other parties attending during the hearing.
  - To take the oath from witnesses in court before they give evidence.
7. To retrieve court recordings and store them securely on a daily basis and to update and maintain an effective, efficient and secure court recording archive.
8. To act as Jury Bailiff as and when required.
9. To liaise with the Admin Team to ensure that the building remains open to the public and accessible throughout the day's proceedings and that it is checked for security before closure.
10. To maintain a register of attendees to court required in the event of an evacuation and to be willing and able to safely oversee any such evacuation in order to update the Fire Warden accordingly.
11. To be aware of all health and safety protocols and fire safety procedures relating to the court and to adhere to all health and safety instructions.
12. To comply with the arrangements made to deliver services in accordance with the Council's Equality and Diversity Policy.

13. To undertake such other duties and responsibilities as are allocated from time to time by the Coroner or his Officers.

## Secondary Duties

- 1 To participate in Council programmes of in-service training as a trainee and when required as a trainer facilitator.
- 2 To attend meetings as may be required.
- 3 To undertake such other duties and responsibilities of an equivalent nature as may be determined from time to time by the Coroner or local authority manager (or nominated representative) in consultation with the postholder (and if he/she so wishes, with his/her Trade Union representative).

Job Description prepared by Mark Dalzell Date 09/11/2020

Agreed by Postholder \_\_\_\_\_ Date \_\_\_\_\_

Manager \_\_\_\_\_ Date \_\_\_\_\_

**Rochdale Borough Council  
Person Specification**

<b>Service :</b>	<b>Customer and Corporate Services</b>	<b>Post:</b>	<b>Casual Usher</b>
<b>Section :</b>	<b>HM Coroner's Service</b>	<b>Grade:</b>	<b>1 £9.30 per hour</b>

**Note to Applicants:**

The *Essential Criteria* are the qualifications, experience, skills or knowledge you **MUST SHOW YOU HAVE** to be considered for the job.

The *How Identified* column shows how the Council will obtain the necessary information about you.

If the *How Identified* column says the **Application Form** next to an *Essential Criteria* you **MUST** include in your application enough information to show **how** you meet this criteria. You should include examples from your paid or voluntary work.

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<b>Criteria</b>	<b>Essential (E) or Desirable (D)</b>	<b>How Identified: AF Application Form I Interview A Assessment</b>
<b>(a) Qualifications and Experience</b>		
1 Could you dress to a formal standard whilst undertaking this role? Please provide examples of where you have previously done this.	E	AF & I
2 Do you have good communication and people skills? Please demonstrate your good communication and people skills.	E	AF & I
3 Please demonstrate that you have a confident, assertive and have a tactful manner.	E	AF & I
4 Please can you provide examples of how you have communicated effectively with a wide diversity of customers including where you have adopting a sensitive approach with bereaved families.	E	AF & I
5 What experience do you have that will enable you to deal with members of the public of all social groups when they are under stress?	E	AF & I
6 What experience do you have that can demonstrate that you will remain calm under pressure?	E	AF & I
7 What experience do you have of working well as part of a team?	E	AF & I
8 What self-imposed rules would you use to show that you have respect for confidential information?	E	AF & I
9 How would you describe a tolerant and non-judgmental attitude?	E	AF & I
10 Please describe how you use your own initiative and self -motivation in your past working experience to deliver excellent customer service.	E	AF & I
<b>(c) Skills and Knowledge</b>		
11 Please describe your understanding of the formal and legal proceedings that take place in a court environment.	E	AF & I
12 Do you have the ability to deal with people in difficult, demanding and emotional situations? Please give examples of your ability.	E	AF & I
13 Do you have a clear speaking voice?	E	I
14 Please describe and demonstrate your experience of using IT systems generally.	E	AF & I

15	Please describe how you can demonstrate that you have good organisational skills and you can effectively prioritise conflicting demands	E	AF & I
16	The ability to converse at ease with members of the public and provide advice in accurate spoken English is essential for this post.	E	I
<b>(d) Behaviours and Values</b>			
17	<p>Approach the job at all times using the values set out below:</p> <ul style="list-style-type: none"> <li>• Proud of the difference we make</li> <li>• Passionate about the diversities of the Borough</li> <li>• Pioneering and Open in our Approach</li> </ul> <p>Please confirm you are willing to adhere to these values and behaviours.</p>	E	AF & I