

METROPOLITAN BOROUGH OF ROCHDALE

JOB DESCRIPTION

SERVICE : **NEIGHBOURHOODS SERVICE**

SECTION : **CORONER'S SERVICE**

LOCATION : **THE PHOENIX CENTRE, HEYWOOD**

JOB TITLE : **CASUAL CORONER'S USHER**

POST NUMBER :

Grade : **£8.75 per hour (Local Living wage)**

Accountable to : Coroner
Assistant Coroners
Coroner's Office Manager
Coroner's Officers
Coroner and Registrars Manager

Accountable for : None

Hours of Duty : Various

Any Special Conditions of Service 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.

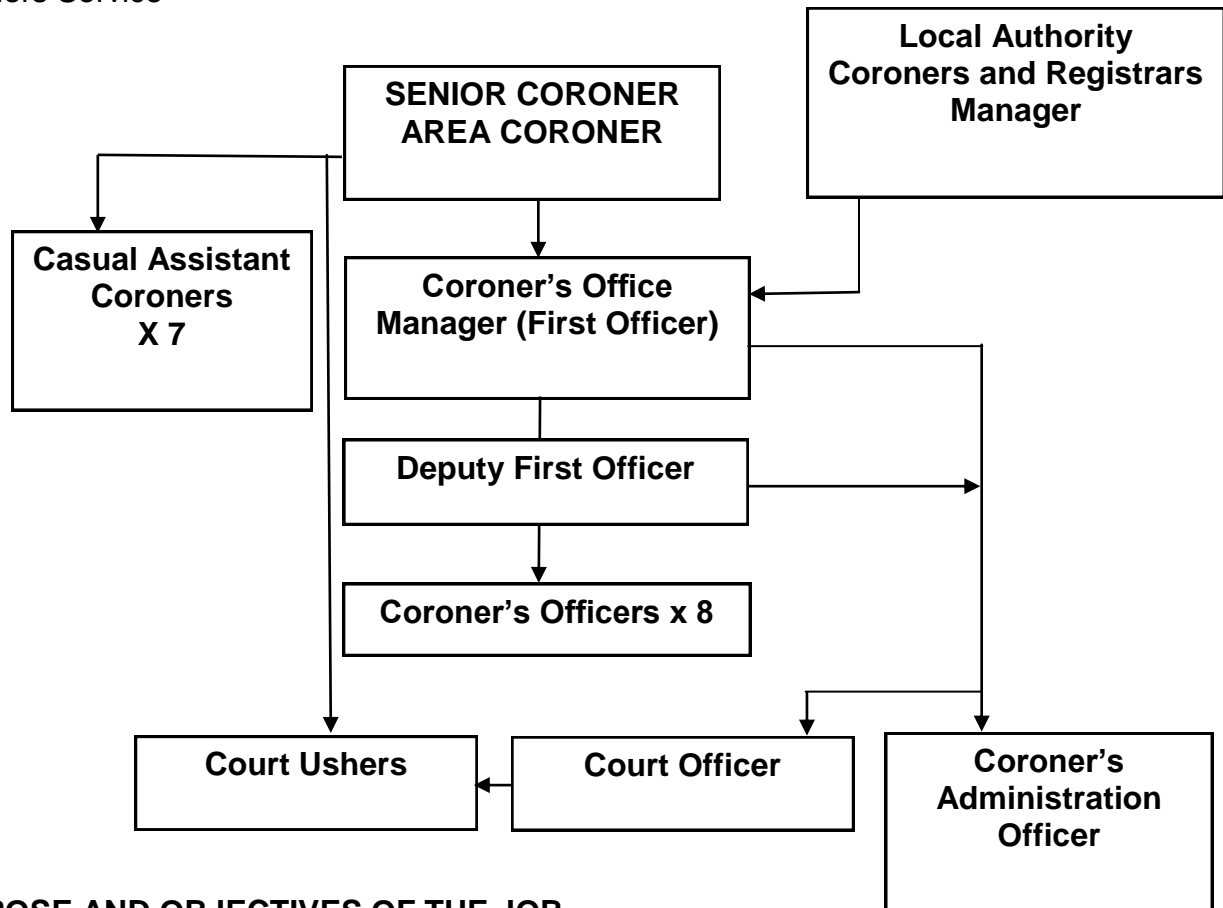
In accordance with Section 7 of the Immigration Act 2016 this post requires the ability to converse at ease with the members of the public and provide advice in accurate spoken English.

A formal dress code is essential for this role.

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 in the Rochdale Way:

- Valuing our people
- Focusing on customers
- Acting with integrity
- Using time and money wisely
- Working together
- Always learning and improving

Be aware of and apply the Rochdale Way behaviours at all times.

Principal Duties

1. To attend H.M. Coroner's offices on the days when inquests are scheduled to be held, and to liaise with the nominated Coroner's Officer with regard to the number and type of inquests, the names of jurors, relatives, witnesses and other interested parties expected to attend.
2. Swear in witnesses before they give evidence and to monitor the court attendees for the Coroner.
3. To attend inquest venues at various locations 45 minutes before the scheduled start of inquests, to ensure that the Court Room and related accommodation is in a suitable condition for use. When necessary to prepare the courtroom prior to inquests and to clear the room afterwards.
4. To check the arrival of jurors, relatives, witnesses and other interested parties expected to attend, to inform the nominated Coroner's Officer of all persons in attendance, and to advise them of any problems.
5. To meet the persons attending and give them guidance on such matters as where to wait, the layout of the building, and car parking, court etiquette, fire procedures.
6. To ensure that the building remains open to the public and accessible throughout the day's proceedings, after which it should be checked for security before closure.
7. To provide general assistance as required.
8. To comply with the arrangements made to deliver services in accordance with the Council's Equality and Diversity Policy.
9. To undertake such other duties and responsibilities as are allocated from time to time by the Coroner or his Officers.
10. The postholder to adhere to all health and safety instructions and to take all reasonable care not to do anything that might endanger themselves or others; to report to their line manager any dangerous situations in the workplace or any shortcomings in health and safety arrangements.

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).

Manager _____ Date _____

**Rochdale Borough Council
Person Specification**

Service :	Neighbourhoods	Post:	Casual Coroner's Usher
Section :	HM Coroner's Service	Grade:	£8.75 per hour

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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Criteria	Essential (E) or Desirable (D)	How Identified: AF Application Form I Interview A Assessment
(a) Special Working Conditions		
1 Are you willing to dress to a formal standard whilst undertaking this role?	E	AF & I
2 Do you have a clear speaking voice?	E	AF & I
3 Are you confident, assertive and have a tactful manner?	E	AF & I
(b) Qualifications and Experience		
1 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
2 What experience do you have that can demonstrate that you will remain calm under pressure?	E	AF & I
3 What experience do you have of working well as part of a team?	E	AF & I
4 What self-imposed rules would you work to show that you have respect for confidential information?	E	AF & I
5 How would you describe a tolerant and non-judgmental attitude?	E	AF & I
(c) Skills and Knowledge		
6 Please describe how you use your own initiative and self – motivation in your past working experience to deliver excellent customer service	E	AF & I
7 Tell us about your understanding of the formal and legal proceedings that take place in a court environment to be capable of assisting at inquests?	E	AF & I
8 Do you have the ability to deal with people in difficult, demanding and potentially emotional situations	E	AF & I
10 Please describe and demonstrate your understanding of effective team working and how you have used this effectively in the past to improve service delivery	E	AF & I
11 Please describe how you can demonstrate that you have good organisational skills and you can effectively priorities conflicting demands	E	AF & I
12 Please give details of your good communication and people skills.	E	AF & I

13	Please give details of how you would communicate effectively with a wide diversity of customers including a sensitive approach to bereaved families?	E	AF & I
14	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
(d) Behaviours and Values			
15	<p>Approach the job at all times using the values set out in the Rochdale Way:</p> <ul style="list-style-type: none"> • Valuing our people • Focusing on customers • Acting with integrity • Using time and money wisely • Working together • Always learning and improving <p>Please confirm you are willing to adhere to these values and behaviours.</p>	E	AF & I
16	If applicable and you are applying under the Armed Forces Interview Scheme, please confirm your last long term employee was the Armed Forces	D	AF
17	If applicable and you are applying under the Armed Forces Interview Scheme please confirm you have been looking for a job for 6-24 months since you left the Armed Forces	D	AF