

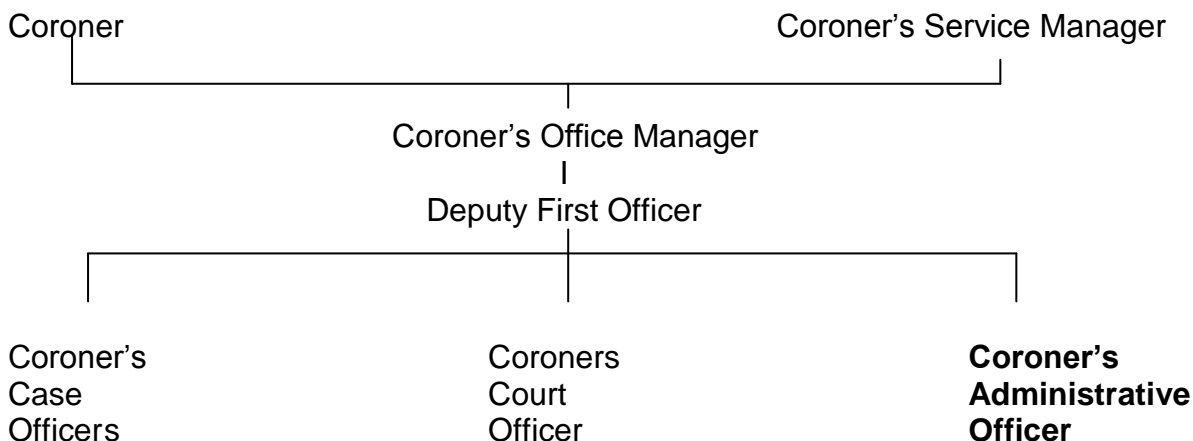
Rochdale Borough Council

JOB DESCRIPTION

SERVICE:	Neighbourhoods
SECTION:	Coroners
LOCATION:	Phoenix Centre, Heywood
JOB TITLE:	Coroner's Temporary Administration Officer
POST NUMBER:	
Grade:	Grade 3
Accountable to:	Coroner Coroner's Office Manager
Accountable for:	No staff report to this post
Hours of Duty:	37 hours per week Monday-Friday. Core hours are 8.30 – 4.30. Negotiable with some flexibility to be agreed in accordance with the needs of the Service.
Any Special Conditions of Service	<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 M 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> <p>To be eligible to apply for this post you must be a Rochdale Resident who lives within the municipal boundaries of the borough of Rochdale</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



PURPOSE AND OBJECTIVES OF THE JOB

To provide effective and efficient clerical, secretarial and administrative support to the service of HM Coroner for Greater Manchester North District.

Control of Resources

Personnel

See organisational chart

Financial

Responsible for working in accordance with the financial regulations and procedures of the Authority

Equipment/Materials

To be responsible for the furniture, equipment and consumable goods used in relation to the work of the post holder.

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

Staff of this and other service units of the Authority as relevant

External

Members of the public, bereaved families, Funeral Directors, Police, Hospital Staff, Registrars, GPs, Clinicians, Medical Referees, Cremation Offices, Other professional agencies

Responsibilities

The post holder 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.

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

The job description refers to the principal duties and responsibilities of the Post. It does not necessarily list in detail all the tasks required to carry out these duties and responsibilities.

1. To maintain the confidentiality and integrity of the office of HM Coroner for Greater Manchester North at all times.
2. To communicate effectively and provide guidance to bereaved relatives in an appropriate manner that is both respectful, sympathetic and understanding at all times on the telephone and face to face.
3. Deal effectively with enquiries from bereaved families and advise a wide variety of different stakeholders particularly with regard to causes of death, procedural information and up dates on reported cases.
4. Maintain sufficient knowledge and understanding of medical terminology and common causes of death to provide families of the deceased with sufficient and accurate information.
5. Provide a complete and appropriate front-line telephone and reception service to the Coroner's Office.
6. To liaise with archivist re retrieval and annual collection of archived cases.
7. Provide support and cover for Coroner's Court Officer in their absence.
8. Undertake duties with the minimum of supervision in organising and prioritising tasks to maintain service delivery targets and meet deadlines.
9. To assess and evaluate administrative policies and procedures and identify opportunities and solutions for continual improvement
10. To update and maintain both computerised and manual records of the Coroner's Register of cases, ensuring confidentiality and accuracy of information at all times, and to accurately enter and retrieve case information from the Coroner's database when required.
11. To assist HM Coroner by producing Coroner's correspondence as needed.

12. Manage and maintain the office facilities – liaising with building management and cleaners where necessary to ensure that the office remains a safe, secure and tidy environment, disposal of confidential waste, maintaining water supplies etc
13. To record and monitor post mortem reports received from pathologists
14. To maintain accurate contact records for all Stakeholder and relevant service users.
15. To provide routine office administration relating to the Coroner's Service; includes processing and distribution of incoming mail, monitoring and processing of enquiries received generic office email account, photocopying, filing, preparing inquest bundles etc.

Secondary Duties

1. To attend and participate in training events as required
2. To attend and participate in meetings as required
3. To participate in a scheme of job rotation as appropriate, including cover in other Sections / Divisions if required
4. To assist with routine research matters as required
5. To participate in Council programmes of in-service training as a trainee and when required as a trainer facilitator.
6. To undertake such other duties and responsibilities of an equivalent nature as may be determined from time to time by the Service Head (or nominated representative) in consultation with the post holder (and if he/she so wishes, with his/her Trade Union representative).

Job Description prepared by : Kath Kelly

Date : March 2019

Edited by:

Date:

Agreed by Postholder :

Date :

**ROCHDALE BOROUGH COUNCIL
PERSON SPECIFICATION**

Service :		Post:	Coroner's Case Officer
Section :	Coroner's Office	Post Number :	
Job Ref:		Grade:	?

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
(b) Qualifications and Experience		
1 Please give examples of your experience of working directly with the public and providing good customer service?	E	AF & I
2 Please provide examples of your experience of dealing with highly sensitive and confidential information?	E	AF & I
3 Please provide details of how you have demonstrated good administrative skills in the past?	E	AF & I
4 Please describe any experience you have of dealing with emotional demands and what techniques you adopt when dealing with people who can be distressed or stressed.	E	AF & I
5 Please provide details of your experience in communicating accurate key information to a diverse range of stakeholders.	E	AF & I
6 Please can you provide examples of how you have used your own initiative in your past working experience?	E	AF & I
(c) Skills and Knowledge		
1 Can you describe your knowledge and understanding of the Coroner's Service	D	AF & I
2 Can you provide information about your ability to manage yourself in terms of:- <ul style="list-style-type: none"> Your ability to prioritise your own workload, to work unsupervised and to manage your own performance Your ability to deal with constantly conflicting demands and service demand pressure Your ability to sustain high levels of personal motivation Please provide details of the techniques you would adopt for each of the above.	E	AF & I
3 Please provide details of your IT knowledge and how familiar you are with Microsoft products and on-line communication	E	AF & I

4	Please describe and demonstrate your understanding of effective team working and how you have used this effectively in the past	E	AF & I
5	Can you provide details of your understanding of the Council's Equality and Diversity Policy and of your understanding about how cultural differences in relation to death and bereavement impact on the Coroner's Service?	E	AF & I
6	Can you please provide examples of how you have improved working practices to improve service delivery in the past?	E	AF & I
(d) Behaviours and Values			
1	<p>Approach the job at all times using the values set out in the Rochdale Way:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Valuing our people <input type="checkbox"/> Focusing on customers <input type="checkbox"/> Acting with integrity <input type="checkbox"/> Using time and money wisely <input type="checkbox"/> Working together <input type="checkbox"/> Always learning and improving <p>Please confirm you are willing to adhere to these values and behaviours.</p>	E	AF/I
2	If applying as part of the Armed Forces Scheme please confirm your last long term employer was the Armed Forces	D	AF/I
3	If applying as part of the Armed Forces Scheme please confirm you have been looking for a job for 6 -24 months since you left the Armed Forces.	D	AF/I