

## JOB DESCRIPTION

|   |  |                 |               |
|---|--|-----------------|---------------|
| <b>Job Title</b>  | Support Assistant to HM Coroner  |                 |               |
| <b>Directorate</b>  | Regulatory and Operations  |                 |               |
| <b>Reporting to</b>   | Head of Regulatory Services (Task Management by Acting Senior Coroner) |                 |               |
| <b>Grade</b>  | 15   |                 |               |
| <b>Evaluation ref:</b>  | AU0616   | <b>Job ref:</b> | <b>Family</b> |
| <b>Role purpose</b>   |  |                 |               |
| <p>The coroner's service provides a comprehensive support service to meet a range of statutory responsibilities in relation to inquiries into deaths which fall within the scope of a referral to the Coroner.</p> <p>The role has responsibility for ensuring all administrative functions are performed insofar as they relate to the day-to-day running of the Coroners Service and the preparation for Inquest (to include Jury Inquests). The role includes providing administrative support to the families of the deceased, witnesses, jurors, interested parties and the press and to assist in the smooth running of the service, including Inquest hearings, to enable Somerset to provide a resilient, efficient, and high-quality service to the residents of Somerset.</p>   |  |                 |               |
| <b>Responsibilities</b>   |  |                 |               |
| <ul style="list-style-type: none"> <li>• Provide a word processing, audio typing service to include letters, reports and note taking responsibilities, using initiative to compile, store, revise and print text, tables, spreadsheets, official documents, and reports. This may include working under direction with specialist documents according to specialised protocols. Ensure the confidentiality of sensitive/legal matters during text preparations and storage.</li> <li>• Demonstrate initiative, organising and prioritising skills in providing a general administrative support to the team as required including: <ul style="list-style-type: none"> <li>- opening, sorting, recording, distribution of post, operating franking machine where required.</li> </ul> </li> <li>• photocopying, printing, scanning, and sending faxes.</li> <li>• co-ordinating diaries and availabilities to arrange meetings, (including equipment needs).</li> <li>• Prepares and issues routine correspondence.</li> <li>• Maintain a good understanding of service activities in order to deal with general queries and produce reports as necessary and extracting statistics for use by colleagues in making statutory returns.</li> <li>• Work with accuracy to update and maintain computerised record systems (including the Coroner's case management system and financial systems) to input, extract and amend data and information. Use knowledge and experience of the process / system to identify potential errors and within established criteria, make corrections or escalate for resolution. Maintain confidentiality as required.</li> <li>• Act as a first point of contact and use acquired knowledge and initiative to provide information for clients, suppliers, the public and staff. May provide a reception service for visitors as required and ensure that enquiries are dealt with promptly and efficiently. Within established criteria provide responses and deal with issues as raised. Otherwise make an accurate record and refer to senior officers for resolution.</li> </ul> |  |                 |               |

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- Use approved systems to prepare and process orders for stationery, goods, and services. Receive and check delivery notes, invoices and accounts. Where required input data to approved budget monitoring system. Process invoices for payment after certification by a senior officer. Raises invoices as directed.
- Support practitioners, senior officers, and managers by undertaking routine housekeeping of IT systems and other sundry manual equipment in accordance with laid down procedures. Responsible for the operation of team filing and archiving, bring forward systems (paper and electronic). This may include maintaining records of asset tags and recording/reporting equipment failures.
- To provide cover for office colleagues during periods of absence from the office.
- Understand, uphold, and promote the aims of the council's equality, diversity and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.
- Where appropriate take responsibility for the monitoring and safe keeping of office and other equipment.
- Support will be provided to HM Coroner in handling circa 2400 deaths per year.

### Impact

- In many cases the assignment holder will be the first point of contact of service as well as administrative matters.
- This will involve regular front line telephone or personal contact with service users and members of the public who on occasions might be distressed or challenging requiring the postholder to use tact and discretion and to decide on the best course of action to take and the confidentiality involved. The postholder must adopt an approachable and friendly manner and be able to communicate clearly at all levels.
- Regular contact occurs with colleagues with the Coroner's service, Legal Services and the Registration Service to pass and receive information, to receive work instruction and to resolve front line problems.

### Knowledge / Experience / Skills

| Knowledge  | Essential | Desirable | Developmental |
|--|-----------|-----------|---------------|
| English GCSE Grade C above, or equivalent.   | x         |           |               |
| NVQ Administration Level 2 or demonstrable equivalent level of skill.  |           |           | x             |
| Experience   |           |           |               |
| Office administration, including document handling and record.   | x         |           |               |
| IT skills to include current standard IT applications including spreadsheets, electronic diaries, case management. |           |           | x             |
| Skills   |           |           |               |

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| Demonstrable interpersonal and communication skills with a confident telephone manner.   | x |  |   |
| The ability to work as a team using initiative and appropriate problem-solving skills, to work flexibly and to adapt to change is required.  | x |  |   |
| Knowledge of coronial law applicable to the processes undertaken by the coroner's service; to understand what decisions or actions must be escalated for coroner guidance.   |   |  | x |
| Ability to manage own workload in a demanding and pressured environment or competing priorities whilst maintain the high standards of work, meeting deadlines and remaining compliant with statutory and internal requirements.  | x |  |   |
| <b>Working Conditions</b>  |   |  |   |
| There is a requirement to work from different locations across Somerset  |   |  |   |
| <b>Working Arrangements</b>  |   |  |   |
| Somerset Council's dynamic Working Strategy will be applied to this position   |   |  |   |
| <b>Corporate Responsibilities</b>  |   |  |   |
| Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all. |   |  |   |

Date: 14.05.2024