

# Job Description

Job Title: Coroner Service Manager

POSCODE:

Grade: P3

## Overall purpose of the job

Please write one or two sentences about why the job exists. Focus on the achievement of the key end results of the job.

To provide operational leadership and day-to-day management of the Coroner's Service, ensuring that all deaths referred to the Coroner are investigated promptly, sensitively, and in accordance with the Coroners and Justice Act 2009 and associated legislation.

The role combines oversight of investigative casework and administrative functions, leading multi-disciplinary teams to deliver a high-quality, efficient service to bereaved families, witnesses, and professional partners, within the operational framework set by the Head of Service: Coroners and Registration Services.

## Main accountabilities

Please list the accountabilities in descending order of priority. Please include 6-9 accountabilities.

<b>Main accountabilities</b>	
1.	<p><b>Operational Leadership</b></p> <p>Lead, coordinate, and manage the operational delivery of the Coroner's Service across investigative and administrative functions, ensuring compliance with the Coroners and Justice Act 2009, associated Regulations, Chief Coroner guidance, and Council policies.</p> <p>Provide assurance to HM Senior Coroner and the Council that statutory duties are discharged effectively, casework is managed to the required standard, coronial independence is respected, and appropriate systems are in place for emergency planning, mass fatality response, and secure information management.</p>
2.	<p><b>Team Leadership and Management</b></p> <p>Provide management oversight to the Coroners team, setting clear objectives and monitoring performance to ensure consistent, high-quality case management.</p> <p>Provide coaching, training, and professional development to maintain a skilled and resilient workforce able to meet the statutory requirements of the Coroners and Justice Act 2009.</p> <p>Support individuals through organisational change, ensuring clear communication, empathy, and a focus on wellbeing.</p> <p>Foster a culture of professionalism, accountability, and continuous improvement, ensuring wellbeing and effective workload distribution across teams.</p>

	<p>Lead recruitment, induction, and succession planning to sustain service resilience and specialist expertise, and ensure all staff remain up to date with coronial law, legal practice, and Chief Coroner guidance through structured training and regular updates.</p>
3.	<p><b>Casework Oversight</b> Oversee allocation, progress, and closure of cases, ensuring that investigative and inquest files are accurate, timely, and of a consistently high quality.</p> <p>Personally manage and advise on complex, sensitive, and high-profile cases where appropriate.</p>
4.	<p><b>Stakeholder Liaison</b> Act as the principal operational contact for bereaved families, witnesses, partner agencies, and other stakeholders, ensuring professional, sensitive, and timely communication.</p> <p>Build strong working relationships with medical, legal, and enforcement partners.</p>
5.	<p><b>Inquest Administration</b> Ensure the smooth administration and logistics of inquest hearings, including scheduling, venue arrangements, witness and jury coordination, and technical/courtroom support, safeguarding the dignity of proceedings.</p>
6.	<p><b>Service Standards, Compliance and Improvement</b> Monitor, audit, and maintain service performance standards, implementing process improvements and ensuring adherence to legal, regulatory, and policy requirements, including information governance and records management.</p>
7.	<p><b>Budget and Resource Management</b> Work collaboratively with the Projects and Contracts Manager and the Head of Service to plan and monitor the Coroners Service operational budget, ensuring financial performance supports the wider directorate objectives.</p> <p>Oversee day-to-day expenditure, staffing and resource allocation within agreed budgets, ensuring compliance with Council financial procedures.</p> <p>Provide accurate financial information and forecasting to support strategic decision-making and service planning.</p> <p>Contribute to the development and monitoring of contracts and commissioned services led by the Projects and Contracts Manager, ensuring operational requirements and service standards are achieved.</p> <p>Promote cost-effective working practices, efficient deployment of resources, and continuous improvement in financial management.</p>
8.	<p><b>Records and Information Governance</b> Oversee the secure management, retention, and archiving of all coronial case records in accordance with the Coroners and Justice Act 2009, Data Protection Act 2018, and relevant guidance issued by the Chief Coroner and Ministry of Justice.</p> <p>Ensure that all case documentation, post-mortem reports, inquest records and</p>

	<p>associated correspondence are recorded, stored, and disposed of in line with statutory retention schedules and Council information governance policies.</p> <p>Work closely with the Performance and Insights Manager to ensure accurate and timely reporting of case data, annual statistics, and performance indicators to the Chief Coroner, Ministry of Justice, and internal audit frameworks.</p> <p>Collaborate with the Projects and Contracts Manager to maintain secure digital systems and ensure that supplier contracts meet information security and continuity requirements.</p> <p>Provide assurance to the Head of Service that all records management and archiving activity supports transparency, legal compliance, and the integrity of coronial decision-making.</p> <p>Champion best practice in information handling across the Coroners Service, ensuring all officers understand their responsibilities for confidentiality, accuracy, and record retention.</p>
9.	Demonstrate an awareness and understanding of equality, diversity and inclusion.
10.	Ability to contribute to our organisational commitment to becoming a Net Zero organisation by 2030.