

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/Desirable
Key Skill Level 4: Bachelor's degree; HNC; HND; NVQ level 4 or equivalent, or equivalent level of skills and experience.	Any	Essential
Management qualification (eg NVQ level 4, BTEC HNC in Business Administration/ Leadership & Management or equivalent)	Business Administration/ Leadership & Management	Desirable

Minimum levels of knowledge, skills and experience required for this job

Identify	Describe	Essential/Desirable
Knowledge		
Coronial legislation and process	<p>In-depth knowledge of the Coroners and Justice Act 2009, associated Regulations, and Chief Coroner guidance, with extensive applied understanding of investigative and inquest processes, post-mortems, and statutory death reporting requirements.</p> <p>Strong understanding of how legislative and case law developments impact coronial operations, with the capacity to interpret and apply these changes to ensure ongoing service compliance and best practice.</p>	Essential
Medical Terminology	<p>Good working knowledge of common medical terminology and its application within death investigations, post-mortem reporting and coronial case files.</p> <p>Knowledge of how to interpret, question and challenge medical information where required to ensure accuracy and clarity for the Coroner.</p>	Essential
Performance and Data Management	Extensive knowledge of methods for collating, analysing and reporting performance data, including statutory returns to the Ministry of Justice and the Chief Coroner, and a clear understanding	Essential

	of how to interpret complex datasets to identify trends, risks and areas for improvement to ensure continuous compliance and assurance.	
Leadership and People Management	Extensive knowledge and experience of leading, managing and motivating individuals and teams in a sensitive, high-pressure statutory environment, with a clear understanding of effective approaches to performance management, staff development and workforce resilience that maintain a skilled, professional and customer-focused service.	Essential
Change and Service Development	Extensive knowledge and experience of leading and managing change in a statutory service environment, with a strong understanding of methodologies for identifying, designing and implementing process improvements that enhance efficiency, quality and service user outcomes. Demonstrates a sound understanding of effective approaches to organisational change management, including strategies for supporting staff through transition and embedding a culture of continuous improvement and modernisation.	Essential
Emergency and Business Continuity Planning	Good awareness of resilience planning for mass fatalities and the ability to contribute to business continuity arrangements.	Essential
Partnership Working	Extensive knowledge and experience of working collaboratively with a wide range of partners, including the Senior Coroner, Police, NHS, pathologists, funeral directors, Chief Coroner's Office, Ministry of Justice, and neighbouring local authorities, with a clear understanding of effective partnership, negotiation and stakeholder engagement approaches that support statutory compliance and positive outcomes for bereaved families.	Essential
Skills		
Effective Communication	Communicates clearly and confidently with a wide range of stakeholders, including senior leaders, judicial officers, and partner agencies.	Essential

	Able to present complex information in a professional and accessible way, representing the service positively at all times.	
Interpersonal Skills, Negotiation and Influencing	<p>Excellent interpersonal and negotiation skills, with the personal credibility to influence, develop and change the motivation and behaviours of others.</p> <p>Uses networks effectively to build cooperation and achieve outcomes.</p>	
Teamwork and Cooperation	Works collaboratively across teams and disciplines, fostering a culture of trust, accountability and mutual respect. Inspires and motivates others through clear communication, positive reinforcement and constructive feedback, ensuring individuals feel valued and aligned to shared objectives.	Essential
Service user Focus	Highly self-motivated with a strong personal commitment to a high standard of service, ensuring that bereaved families and other stakeholders receive timely, sensitive and professional support.	Essential
Initiative and Organisation	<p>Demonstrates initiative, organisational skills and flexibility in managing a varied workload.</p> <p>Able to set and adjust priorities independently to meet objectives and deadlines with minimal supervision.</p>	Essential
Emotional Intelligence and resilience	<p>Highly developed interpersonal skills and emotional intelligence, with the resilience to work with judicial officers and bereaved families in challenging and often distressing situations.</p> <p>Robust under pressure, maintaining integrity and professionalism in the face of significant and unanticipated challenge.</p>	Essential
Self confidence	<p>Remains calm and even-tempered, demonstrating assertiveness rather than aggressiveness when responding to difficult situations.</p> <p>Able to act independently, exercising sound judgement and working with minimal supervision.</p>	Essential
Striving for Excellence	Identifies strengths of self and others to drive continuous improvement.	Essential

	Encourages, supports and instils confidence in colleagues to aid their professional development.	
Information Technology	Highly proficient in use of and good practical application of Microsoft Office suite and comprehensive knowledge of Case Management Systems, including how to manage the use of such systems and support changes and improvements.	Essential
Experience		
Statutory Service Delivery	Experience of delivering services in a statutory coronial or equivalent regulatory environment, balancing legal compliance with operational pressures.	Essential
Leadership and People Management	Experience of line managing senior staff, including recruitment, supervision, appraisal, performance management and professional development in a sensitive environment.	Essential
Budget and Contract Management	Substantial experience of managing budgets and financial reporting, and of specifying, procuring and managing supplier contracts (e.g. pathology, mortuary, toxicology, body collection)	Essential
Performance and Reporting	Experience of collating, analysing and presenting performance data, including statutory returns to national bodies (e.g. Ministry of Justice, Chief Coroner), and using insight to improve service outcomes.	Essential
Service Improvement and Change	Experience of leading or contributing to service change, supporting staff through organisational transition, and embedding a culture of continuous improvement.	Essential
Partnership Working	Experience of working effectively with senior stakeholders such as the Senior Coroner, Assistant Coroners, Police, NHS, pathologists, funeral directors, Ministry of Justice and other public sector partners.	Essential
Customer Service in Sensitive Contexts	Demonstrable experience of handling sensitive complaints and public enquiries, ensuring issues are resolved lawfully, fairly and with empathy.	Desirable
Operational Management	Extensive knowledge and experience of managing a statutory, demand-led	Desirable

	<p>service, ensuring compliance with legal requirements while balancing operational pressures, resources and stakeholder expectations.</p> <p>Demonstrates a thorough understanding, gained through experience, of designing and applying systems, processes and performance frameworks that underpin high-quality, resilient and legally compliant service delivery.</p>	
Investigations and Casework Oversight	Experience of overseeing complex investigations or casework processes, ensuring coronial standards are met and quality assurance mechanisms are in place.	Essential
Other		
Equality, Diversity and Inclusion (applies to all roles).	Ability to demonstrate awareness and understanding of equality, diversity and inclusion and how this applies to this role.	Essential
Net Zero (applies to all roles).	Ability to contribute towards our commitment of becoming a net zero organisation.	Essential