

CAMBRIDGESHIRE COUNTY COUNCIL: JOB DESCRIPTION

POSITION: Service Support Administrator **REPORTS TO:** Coroner Service Business Manager

SERVICE: Coroner Service **DIRECTORATE:** People and Communities

GRADE: Scale 2 - 4 **LOCATION:** Lawrence Court, Huntingdon

JOB PURPOSE:

To provide administrative, secretarial and financial support to the Coroner's Service. To enable the Council to deliver a customer focussed service more effectively and efficiently.

ROLE DIMENSIONS

Hours: 37
People: 0
Budget: 0

CORPORATE & JOB SPECIFIC ACCOUNTABILITIES

Office Support

- Ensure an accurate, confidential and effective service by maintaining up-to-date filing systems (paper and electronic), and security of information in accordance with the policies and procedures of the County Council and relevant legislation
- Undertake inquest preparation tasks under the guidance of the Senior Investigations Officer
- Co-ordinate diary management to ensure meetings and inquests are arranged, venues booked and information recorded and distributed.
- Maintain information systems and ensure accuracy of data
- Distribute and monitor Coroner and Medical Examiner referrals to appropriate teams and officers in accordance with agreed protocols.
- Deliver an efficient and customer focussed service, by processing and responding to incoming communication (post, telephone, fax, intranet and internet), taking messages, copying and distributing information as necessary
- Assist in the delivery and development of service, using information systems to generate reports, documents, and communications
- Carry out formal archiving of paper records and/ or electronic records in accordance with agreed protocols. Coordinate arrangements between the service and archive specialists.
- Manage bought forward systems for case files and other case management updates as necessary.
- Assist in maintaining supplies to facilitate the smooth running of the office
- Undertake general clerical and administrative tasks to support the services as required
- Manage pathology and toxicology activities on behalf of the service, including chasing, checking and recording Post Mortem and toxicology reports; liaising with hospital administrators and monitoring performance against agreed arrangements.
- Undertake other tasks and responsibilities as required to assist the delivery of Council services

Court Support

- Preparing rooms court for all court hearings, including Inquest openings, Pre Inquest Review Hearings and final hearings.
- Clearing the court room at the end of the day and readying the same for the following day
- Receiving members of the public, judiciary, juries, legal representatives, the police, external agencies and family members to court,
- Providing information related to proceedings, escorting court users into and from the building, swearing in witnesses and signposting where necessary
- Calling people into court / hearing rooms in a suitable order, providing information to parties as requires and liaising with the Coroner's Court Support Service as necessary
- Answering face to face enquiries
- Keeping parties informed of changes e.g., of courtrooms and hearing times

Health & Safety

- Take action to reduce the risk to self and others. Contribute to maintenance of a health and safe working environment.

CAMBRIDGESHIRE COUNTY COUNCIL: PERSON SPECIFICATION

POSITION: Service Support Administrator **REPORTS TO:** Service Support Manager

SERVICE: Coroner Services **DIRECTORATE:** People & Communities

GRADE: Scale 2- 4 **LOCATION:** Lawrence Court, Huntingdon

QUALIFICATIONS

Essential

- General Education to GCSE standard with an A-C grade in English & Maths or equivalent standard

Desirable

- Key skill Level 3 : 2 “A” levels (4 “AS” levels), ONC, OND, BTEC, NVQ level 3 or equivalent
- A recognised IT qualification (ECDL or similar) gained in the past 2 calendar years

KNOWLEDGE AND EXPERIENCE

Essential

- Fully proficient working knowledge of Windows & Microsoft packages (including: Word, Excel, E-mail, Internet)
- Knowledge of office systems/procedures
- Experience of accurate collection, handling and accounting of data and fees
- Demonstrate a clear understanding of the requirement for confidentiality
- Confident understanding and practical experience of dealing directly with the general public and external agencies
- Experience of working directly with customers where spoken English is not their first language
- Experience of working directly with distressed customers or clients

Desirable

- Knowledge of Cambridgeshire County Council policies & procedures
- Experience of Local Authority working
- Knowledge of the Coroner Service
- Working knowledge of using E-Business to place orders and make payments, and raising invoices for partners/clients
- Experience of working directly with the recently bereaved
- Experience of partnership working with external agencies
- Working knowledge of using IRIS Coroner software

SKILLS	
<p>Essential</p> <ul style="list-style-type: none"> • Numerate and literate • Able to work on own initiative, managing personal workload and co-ordinating with others • Able to communicate effectively and confidently with others • Able to utilise IT systems to deliver services • Able to work flexibly to meet demands of service • Able to work effectively with others to deliver services • Able to contribute to the effective running of the service provided by the Service Support Team to Coroner Services 	<p>Desirable</p> <ul style="list-style-type: none"> ▪ Experience in taking and producing comprehensive, accurate, minutes of meetings • Commitment to continuous service development • Committed to ongoing personal and role development
BEHAVIOURS	
Working together - Essential	<ul style="list-style-type: none"> • I establish credibility and work co-operatively with colleagues and customers • I carry out my work to standards agreed with my line manager and outlined in my job description • Deals effectively with familiar or commonly occurring problems. • Adopts a methodical approach to solving problems and appropriately resolves issues with no or minimal supervision
Integrity - Essential	<ul style="list-style-type: none"> • I set out clear expectations to others about what I can deliver • I communicate outcomes effectively • I explain clearly to colleagues and customers how decisions will impact on service delivery
Respect for others and public resources - Essential	<ul style="list-style-type: none"> • I am aware of the positive and negative impact I can and could make on colleagues and customers • I am considerate when using and working with our resources, and take responsibility for managing them
Excellence - Essential	<ul style="list-style-type: none"> • I consistently meet my objectives • I can identify and deliver excellent practice in my work • I plan and anticipate changes in working practice • I logically identify the best approach in continuing to meet my objectives and deliver excellent outcomes