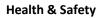
ce Support Administrator	REPORTS TO:	Coroner Service Business M	1anager	
		Coroner Service Business Manager		
ner Service	DIRECTORATE:	People and Communities		
2 - 4	LOCATION:	Lawrence Court, Huntingdo	วท	
			ROLE DIMENSIONS	
To provide administrative, secretarial and financial support to the Coroner's Service. To enable the Council to deliver a customer focussed service more effectively and efficiently.				
S	• •	secretarial and financial support to the Coroner's Service. To enable the Council to delive ctively and efficiently.	secretarial and financial support to the Coroner's Service. To enable the Council to deliver a customer ctively and efficiently.	

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



• 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		
QUALIFICATION	IS				
Essential		Desirable			
 General Education to GCSE standard with an A-C grade in English & Maths or equivalent standard 		 Key skill Level 3 : 2 "A" le equivalent 	vels (4 "AS" levels), ONC, OND, BTEC,NVQ level 3 or		
		A recognised IT qualification	on (ECDL or similar) gained in the past 2 calendar years		
KNOWLEDGE A	ND EXPERIENCE				
Essential		Desirable			
 Fully proficient working knowledge of Windows & Microsoft packages 		 Knowledge of Cambridgeshire County Council policies & procedures 			
(including: Word, Excel, E-mail, Internet)		Experience of Local Authority working			
Knowledge of office systems/procedures		Knowledge of the Coroner Service			
 Experience of accurate collection, handling and accounting of data and fees 		 Working knowledge of using E-Business to place orders and make payments, and 			
 Demonstrate a clear understanding of the requirement for confidentiality 		raising invoices for partner	s/clients		
Confident u	nfident understanding and practical experience of dealing directly with the Experience of working directly with the recently bereaved		ctly with the recently bereaved		
	lic and external agencies	Experience of partnership working with external agencies			
■ Experience	of working directly with customers where spoken English is not	Working knowledge of usir	Working knowledge of using IRIS Coroner software		

their first language

Experience of working directly with distressed customers or clients

SKILLS	
 Essential Numerate and literate Able to work on own initiative, managing personal workload and coordinating 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 	 Desirable 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	 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	 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	 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	 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