

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Quality Assurance Lead

Coroners, Registration and Bereavement Service, Directorate

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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Purpose and impact:

The post holder will be required to act as quality, training and procurement lead. Actively reviewing and updating all documentation associated with Mortuary activity, and lead for procurement contracts for both Northamptonshire Coroners Service and The County Mortuary. As quality lead the post holder will be expected to work autonomously at times and fully co-ordinate, and participate on all departmental audits, ensuring audits are performed to the agreed schedule. The post holder will be required to produce monthly quality reports using statistical data to show performance and compliance with regulations. The post holder will attend DMT governance meetings; presenting Mortuary performance reports and reporting back to the Coroners and The County Mortuary Manager, and wider team where applicable. The post holder will assist the Coroners and The County Mortuary Manager and Lead Anatomical Pathological Technician with training and regulatory compliance. The post holder will assist the team with the smooth running of the service, and if required support the Post Mortem service.

Accountable to:

This role is accountable to the Coroners and the County Mortuary Service Manager and is with direct line management responsibility for the administration function. This role sits within Coroners, Registrations and Bereavement Service of the wider Governance Directorate, part of the Resources Directorate in West Northamptonshire Council.

Responsibilities:

1. Develop, implement and maintain a compliance framework for all external statutory requirements and non-statutory recommendations. This should include all relevant national quality standards and Human Tissue Authority regulations (Post Mortem) and ensure audits are carried out in an effective manner and in accordance with agreed quality standards, procedures, key performance indicators and audit results are entered onto the appropriate database/ system in a timely manner.
2. Manage the internal audit programme to ensure that its scope provides assurance against all compliance and governance framework requirements including departmental protocols, standard operating processes and risk assessments. Prepare written reports, and presentations on the performance of KPI's and mortuary compliance to people of all levels. Attend directorate meetings, other internal and external partnership meetings.
3. Ensure both Coroners and The County Mortuary are compliant with organisational procurement and contract rules across the full range of contract types. Proactively work with procurement and finance business partners to deliver value for money, identify any opportunities to develop and implement continuous improvements.
4. People management to line manage the administrator's performance and objective-setting, absence management, communication, support, training and development log for any training gaps or refresher training.
5. To deputise for the Service Manager, cover for the Lead APT in sickness and holidays or any other task commensurate to the grade. Keep Anatomical Pathological Technician skill current and up to date with any annual training or professional registrations. To undertake any other task as directed commensurate to the grade
6. To participate in the On-Call out of Hours service for the facility and be available for all service-related tasks and compliance monitoring of associated locations.

7. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
8. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
9. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

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

Skills and abilities:	Essential / Desirable	Measured by
The ability to work and be a manager in sometimes unpleasant situations, including dealing with bodily fluids, decomposition.	Essential	A I
Excellent interpersonal and communication skills with the ability of influencing to the best outcome for West Northamptonshire Council to effectively; - influence and nurture culture and develop motivation of individuals and teams - act with impartiality, integrity and empathy; promote equality and diversity in all aspects of working - Develop and maintain strong working relationships with services, coroners, other colleagues and professional partners across Death Management Deal with bereaved families sensitively and respond to complaints in a timely fashion	Essential	A I P
Good leadership skills	Essential	A I P
Able to negotiate and influence staff in other teams	Essential	A I P
Able to concentrate intensely for long periods of time	Essential	A I
Proactive problem solving skills	Essential	A I P
Able to understand and respond to complex issues and recognise when these need to be escalated	Essential	A I P
Flexible and adaptable in order to meet conflicting priorities	Essential	A I P
Full UK driving licence, willing to travel and to participate in on-call rota	Essential	A D
Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	Essential	A I D

Knowledge	Essential/ Desirable	Measured by
Knowledge on how to prepare and undertake HTA and UKAS inspection	Essential	A I
Knowledge of Police requirements and working within the Local Resilience Forum for Mass Fatality scenarios	Essential	A I
Knowledge of Standard Operating Process creation, training and monitoring to be HTA compliant processes	Essential	A I
Knowledge of effective and robust business continuity planning	Essential	A I
Knowledge and understanding of current legislation relating to Coroner's post mortems, death registration and statutory duties, local and national developments in care after death	Essential	A I
Knowledge of managing contracts and KPI's	Essential	A I
Knowledge of procuring process i.e. specifications/ requirements and tender	Desirable	A I

Knowledge of invoicing and accounting	Desirable	A I
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Relevant experience:	Essential / Desirable	Measured by
Experience in design, implementation and audit of a comprehensive and formal quality management system	Essential	A I P
Identifying and minimising risk, ensure your team report all incidents and escalate any risks where appropriate. Document risks, and lead for HTARI investigations for Mortuary.	Essential	A I P
Significant experience with internal audits and management of an audit programme Experience of preparing complex reports and other documents to a high standard	Essential	A I
Experience of preparing complex reports and other documents to a high standard and presenting the findings to relevant internal and external partner	Essential	A I
Experience of working within a mortuary position with line management and experience of working within an HTA compliant environment	Essential	A I P

Education, training and work qualifications:	Essential / Desirable	Measured by
Diploma in Anatomical Pathology Technology or Level 3 or 4 Diploma in Healthcare Science (Anatomical Pathology Technology)	Essential	D
Project Management qualification	Desirable	D
Membership to the Association of Anatomical Pathology Technology and adhere to best practice and social media codes of conduct	Desirable	D

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Additional pre-employment checks specific to this role include

Barring Service check, Standard Disclosure and Barring Service check

Day-to-day in the role:

Job family & salary band:	£39,190 - £41,797 (Band 7)	Worker type:	Part-flexible
People management responsibility:		Budget responsibility:	

Current pay scales and other benefits are published on the [Jobs and Careers](#) section of West Northamptonshire Council's internet.

Working conditions & how we work:

This role has been identified as a part-flexible worker type, this means that you will be able to worker from other work locations and when not working from an office you will be working remotely for up to 3 days a week (including from home).

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R Respect	we respect each other and our customers in a diverse, professional and supportive environment.
I Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture.”

Should you require this document in another format or language, please contact: Careers@westnorthants.gov.uk

When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

