

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Coroners and The County Mortuary Service Manager

Coroners, Registration and Bereavement Service,

Resources 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.



West
Northamptonshire
Council

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.

Purpose and impact:

To be responsible for the overall operational management of Northamptonshire Coroners Service and West Northamptonshire Council County Mortuary Service, ensuring compliance with statutory obligations under the Coroners and Justice Act 2009, the Human Tissue Act 2004, and associated legislation and guidance. The postholder will ensure the delivery of a professional, dignified, and efficient service to the Coroner, bereaved families, and partner agencies.

To be responsible for The County Mortuary, and post holder of Designated Individual of the Human Tissue Authority. Responsible to ensure that the service and staff meet all standards expected by the Human Tissue Authority, CQC, and Health and Safety Executive. Maintain The County Mortuary's license with robust approach to audits, standard operating processes, business continuity, risk management and emergency planning.

To be responsible for all aspects of service wide initiatives and improvements to ensure high standards of professional practice within the framework of local policy, official guidance, meeting the Chief Coroners KPI's and general legislative requirements. To work collaboratively as part of the Coroners, Registrations and Bereavement Service management team and work flexibly to meet and respond to both service's needs, which maybe outside of normal working hours from time to time.

Accountable to:

This role is accountable to the Head of Coroners, Registration and Bereavement Services and is responsible for the Coroners Service and The County Mortuary, with direct line management responsibility for the Coroner's Office Manager, the Senior Anatomical Pathological Technician, Radiographer and the Quality Assurance Manager. This role sits within Coroners, Registrations and Bereavement Service of the wider Governance Directorate, part of the Resources Directorate in West Northamptonshire Council.

Responsibilities:

Mortuary responsibilities

- 1 Hold the position of HTA Designated Individual, a statutory post, under whose supervision the licensed activity is authorised to be carried out. They have the primary (legal) responsibility under Section 18 of the Human Tissue Act 2004 to secure:
 - That suitable practices are used in undertaking the licensed activity
 - That other persons working under the licence are suitable
 - That the conditions of the licence are complied with
- 2 Responsible for ensuring the Mortuary services have robust health and safety practice throughout the mortuary, including robust standard operating processes and appointment of Radiation Protection Supervisor, as laid out in the Ionising Radiations Regulations 2017 and ensures relevant staff can offer technical, professional and infection control for mortuary provision, and related areas of work
- 3 Implement the full range of postmortem and body collection/ storage services available 24/7. Maintain and oversee a comprehensive and robust quality management system, including audit activity including site management – managing the safety, security and access arrangements for the

site and grounds, including the implementation and maintenance of CCTV and access control across relevant locations to the post holder

Coroners responsibilities

- 4 Ensure HM Coroner had what they need to meet their statutory requirements with administrative staff, office accommodation, court location with adequate jury and family rooms, service contracts, technology. Embed resilience across entire service.
- 5 Responsible with establishing mutually beneficial relationships with government agencies, departments, professional organisations, key stakeholder and partnership relationships with Police, Fire, NHS, Chief Coroners Office, Funeral Directors, Pathologists etc

Combined responsibilities

- 6 Business continuity for both services to ensure that peaks in demand, from both a storage and caseload perspective can be accommodated and where appropriate through partnership and stakeholder engagement. Monitoring arising issues and managing risk to service provision. Play a key role in planning for and responding to relevant civil emergencies, such as mass fatality incidents/ Excess Deaths within Northamptonshire LRF.
- 7 People management – performance management and objective-setting, absence management, communication, support, team building and staff training and development to meet the service, organisational and statutory requirements. Ensure Thrive values, and behaviours of both services, and correct use of HR policies and corporate complaints processes followed, and any learning embedded into standard operating processes.
- 8 Budget, procurement and contract management (both tenders and bidding) – ensuring adequate forecasting and monitoring on behalf of West Northamptonshire Council in accordance with WNC Financial, Procurement and Contract Regulations/ Rules. Undertake procurement exercises where necessary for both services and manage/monitor existing contracts. Track, report and meet all statutory and contractual KPI's. Use analysis of data to shape decision-making
- 9 Undertake directed and self-directed learning, during and outside of work time, to inform own practice and personal development to support the development of coroner and mortuary service team members and to lead a competent and effective services.
- 10 To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, though effective use of Office 365 and our internal IT systems and applications.
- 11 Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare need and ensure that reasonable care is always taken for the health, safety and welfare of yourself and other persons.
- 12 Be willing to be flexible with other tasks that are commensurate to the grade to meet the service and organisational needs. To support the Councils critical incident plan should it be engaged

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
Ability to lead the design and implementation of a comprehensive and formal quality management system, and case management system. Ensure all associated standard operating processes implemented are of the highest industry standards and measurable.	Essential	A, I, P
Strong leadership and team management skills.	Essential	A, I
Excellent communication and interpersonal skills, especially in emotionally sensitive contexts 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 - Facilitate Stakeholder engagement - Deal with bereaved families sensitively and respond to complaints, Councillor or MP enquiries in a timely fashion	Essential	A, I
Commitment to continuous improvement using analytical skills and the ability to interpret and apply complex legislation and regulatory guidance to meet high standards of service delivery and auditing	Essential	A, I
Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	Essential	A,I
Full UK driving licence with the ability to travel at all times	Essential	A, D

Knowledge:	Essential / Desirable	Measured by
Strong knowledge of relevant legislation and regulatory frameworks, including the ability to interpret, communicate and apply legislation to meet regulatory and statutory requirements of a Public Mortuary and Coronial Service	Essential	A,I, P
In-depth understanding of the Coroners and Justice Act 2009, Human Tissue Act 2004, and associated legislation.	Essential	A,I, P
Extensive knowledge and experience of business continuity and risk management within regulated / statutory services	Essential	A,I, P
Knowledge of data protection, confidentiality, and safeguarding protocols.	Essential	A,I, P
Familiarity with post-mortem procedures, forensic processes, and coronial investigations.	Essential	A,I, P

Relevant experience:	Essential / Desirable	Measured by
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Significant experience managing mortuary or coronial services at a senior level within a public sector or healthcare setting ideally across multiple locations	Essential	A,I, P
Proven leadership in regulatory compliance, including HTA, and Health & Safety Executive standards.	Essential	A,I, P
Experience of financial budget management, including leading, managing, monitoring more than one budget.	Essential	A,I
Experience of writing specifications and requirements for tenders, procurement and contract management to ensure financial resources are effectively and responsibly managed.	Essential	A,I
Project management experience in service transformation or improvement initiatives.	Essential	A,I
Previous experience as a Designated Individual under the Human Tissue Authority.	Desirable	A,I
Experience of responding to unforeseen events and emergencies, such as mass fatality or excess deaths events, with a robust and multi-agency approach	Desirable	A,I

Education, training and work qualifications:	Essential / Desirable	Measured by
Degree-level qualification or equivalent experience in a relevant field (e.g. public service management, anatomical pathology, mortuary science).	Essential	A, T, I, P, D
Project Management qualification or by significant experience	Essential	A,I, D
Membership of relevant professional bodies (e.g. Association of Anatomical Pathology Technologists, Academy for Healthcare Science).	Desirable	A,I, D
Diploma in Anatomical Pathology Technology or Level 4 Diploma in Healthcare Science (Anatomical Pathology Technology)	Desirable	A,I, 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 - *Enhanced Disclosure and Barring Service check*

Day-to-day in the role:

Job family & salary band:	Regulatory & Technical Band 10	Worker type:	Part-flexible
People management responsibility:	Yes, both Coroners and County Mortuary	Budget responsibility:	Yes, Circa 3-4 million over 2 service areas

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 may include manual handling, driving a van, and working out of hours.

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 2 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

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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.

