

CAMBRIDGESHIRE COUNTY COUNCIL: JOB DESCRIPTION	
<b>POSITION:</b> Service Support Administrator	<b>REPORTS TO:</b> Coroner Service Business Manager
<b>SERVICE:</b> Coroner Service	<b>DIRECTORATE:</b> People and Communities
<b>GRADE:</b> Scale 2 - 4	<b>LOCATION:</b> Lawrence Court, Huntingdon
<b>JOB PURPOSE:</b>	<b>ROLE DIMENSIONS</b>
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.	<b>Hours: 37</b> <b>People: 0</b> <b>Budget: 0</b>
<b>CORPORATE &amp; JOB SPECIFIC ACCOUNTABILITIES</b>	

**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

<b>POSITION:</b>	Service Support Administrator	<b>REPORTS TO:</b>	Service Support Manager
<b>SERVICE:</b>	Coroner Services	<b>DIRECTORATE:</b>	People & Communities
<b>GRADE:</b>	Scale 2- 4	<b>LOCATION:</b>	Lawrence Court, Huntingdon
<b>QUALIFICATIONS</b>			
Essential <ul style="list-style-type: none"><li>General Education to GCSE standard with an A-C grade in English &amp; Maths or equivalent standard</li></ul>		Desirable <ul style="list-style-type: none"><li>Key skill Level 3 : 2 “A” levels (4 “AS” levels), ONC, OND, BTEC,NVQ level 3 or equivalent</li><li>A recognised IT qualification (ECDL or similar) gained in the past 2 calendar years</li></ul>	
<b>KNOWLEDGE AND EXPERIENCE</b>			
Essential <ul style="list-style-type: none"><li>Fully proficient working knowledge of Windows &amp; Microsoft packages (including: Word, Excel, E-mail, Internet)</li><li>Knowledge of office systems/procedures</li><li>Experience of accurate collection, handling and accounting of data and fees</li><li>Demonstrate a clear understanding of the requirement for confidentiality</li><li>Confident understanding and practical experience of dealing directly with the general public and external agencies</li><li>Experience of working directly with customers where spoken English is not their first language</li><li>Experience of working directly with distressed customers or clients</li></ul>		Desirable <ul style="list-style-type: none"><li>Knowledge of Cambridgeshire County Council policies &amp; procedures</li><li>Experience of Local Authority working</li><li>Knowledge of the Coroner Service</li><li>Working knowledge of using E-Business to place orders and make payments, and raising invoices for partners/clients</li><li>Experience of working directly with the recently bereaved</li><li>Experience of partnership working with external agencies</li><li>Working knowledge of using IRIS Coroner software</li></ul>	

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