

Job Description

For Non-Streamlined Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

Job Title:	Coroner Support Officer	JEID	N0210
Salary Grade:	Grade G		
Team:	Coroners Officers		
Service Area:	Legal Services		
Primary Location:	Justice Centre, Leamington Spa		
Political Restriction	This position is not politically restricted.		
Responsible to:	Team Lead – Coroners Officers		
Responsible for:	No direct reports		

Role Purpose

- To assist the Coroner's Officers in the investigation of causes of death and in the execution of the Coroner's legal duties.

Role Responsibilities - Generic

- To administer routine and moderately complex legal processes
- To support the team and the Coroner in co-ordinating cases and preparing for inquests

Role Tasks & Responsibilities - Specific

- Making telephone and written enquiries of families and partner agencies
- Producing bundles of documents for inquests
- Keeping the Civica case management system up to date
- Attendance at inquests to provide assistance to the Coroner
- Providing support to other members of staff as required
- Other duties as may be reasonably directed by the line manager

The Head of Legal and Democratic Services or their nominated representative may revise the work undertaken by the post holder after discussion with them and they must be prepared to change and develop the role to suit the needs of the service.

Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Essential Criteria

Assessed By:

Good standard of education to A level/level 3 or above and at least 12 Months experience of work in an office based and/or public facing role	A, D
To be able to analyse and interpret factual information to solve problems	A, I
To be able to acquire an understanding of legal frameworks	A, I
To be able to communicate, in person, by telephone and/or in writing to a range of people and be able to demonstrate tact/sensitivity when dealing with difficult situations	A, I
Experience of a range of office systems including the ability to use a keyboard with a high level of precision and speed (MS Office)	A, I
To be able to work under pressure including meeting deadlines and dealing with interruptions	I
The ability to cope in situations where there is an emotional demand arising from the work being undertaken	I
A strong team player who also has the ability to work on their own initiative	I
Experience of handling and processing manual or computerised information	I
The ability to organise own workload and decide priorities	I
Be able to maintain confidentiality & integrity	I
Ability to work as part of a team	A, I

Desirable Criteria

Assessed By:

Working with case management system (Civica)	A
Experience of creating electronic document bundles for legal proceedings, and redacting documents.	A, I
A strong interest in public law and/or the criminal justice system	I
Previous experience of working in a Coroner's office or similar	A, I

Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

<input type="checkbox"/> Provision of personal care on a regular basis	<input type="checkbox"/> Driving HGV or LGV for work
<input type="checkbox"/> Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
<input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis	<input type="checkbox"/> Restricted postural change – prolonged sitting
<input type="checkbox"/> Lone working on a regular basis	<input type="checkbox"/> Restricted postural change – prolonged standing
<input type="checkbox"/> Night work	<input type="checkbox"/> Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/> Rotating shift work	<input type="checkbox"/> Manual cleaning/ domestic duties
<input type="checkbox"/> Working on/ or near a road	<input type="checkbox"/> Regular work outdoors
X - Significant use of computers (display screen equipment)	<input type="checkbox"/> Work with vulnerable children or vulnerable adults
<input type="checkbox"/> Undertaking repetitive tasks	<input type="checkbox"/> Working with challenging behaviours
<input type="checkbox"/> Continual telephone use (call centres)	<input type="checkbox"/> Regular work with skin irritants/ allergens
<input type="checkbox"/> Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/> Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/> Work requiring respirators or masks	<input type="checkbox"/> Work with vibrating tools/ machinery
<input type="checkbox"/> Work involving food handling	<input type="checkbox"/> Work with waste, refuse

<input type="checkbox"/> Potential exposure to blood or bodily fluids	X - Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	