

## Job Description

Job Title: Coroners Business Support Officer  
Job number: 1367 (Customer Service and Admin Job Family)  
Grade: G (£18,777 - £20, 661)

### Overall purpose of the job

This post will act as first point of contact for Northamptonshire Coroners Service and will deal with enquiries in person, in writing, and on the telephone.

You will be required to provide an effective secretarial support to HM Senior Coroner, Assistant Coroners, and the Coroners Service staff to ensure a smooth running of each case file from Inquest opening through to conclusion.

You will regularly liaise with colleagues, partnerships and interested persons to provide a constant and consistent high quality service, streamline practices, provide cross-service cover and help prevent excessive workload peaks.

### Main accountabilities

Main accountabilities	
1.	Dealing with bereaved families, representatives and professionals on behalf of HM Coroners Service; including GP's, Hospital Consultants, Pathologists, Police, Foreign Office, Health and Safety Executive, Police Force, Lawyers, Insurance Companies, Other Agencies and organisations ensuring that deaths are dealt with accurately and in a timely fashion within the legal framework.
2.	Provide Secretarial and Administrative support for the Coroners Service; including actioning all appropriate correspondence, audio typing and organising and arranging meetings. Liaise with other Coroners' Offices throughout England and Wales, the Coroners Society and the Ministry of Justice as appropriate.
3.	Co-ordinate the Coroner's diary, travel arrangements and expenses and arrange for Assistant Deputy cover at the direction of the Coroner to cover the times when they are away from the office. Process financial tasks within the team including e-procurement, receipting of goods and payments of invoices.
4.	Deal with local and international media in line with all relevant policies and procedures to ensure that they are referred to the appropriate person for a response.
5.	Collating information for "Office of National Statistics" on suicides, drug related deaths, train deaths and management and reporting of Regulation 28.
6.	Providing advance disclosure of all Inquest cases to Interested Parties, including complex cases such as Road Traffic deaths, Medical Negligence and Health and Safety requiring significant work in producing bundles of disclosure.

7.	Dealing with queries into historic deaths – pulling files from archives. Deal with retrospective requests for Advance Disclosure (AD) and proactively managing CPS cases to ensure files are complete after criminal trial.
8.	Responsible for authoring web pages to ensure details of inquest hearings published are up to date and available to the public.
9.	Carry out any other duties which fall within the broad spirit, scope, and purpose of this job description and which are commensurate with the grade of the post.
10	To demonstrate awareness/understanding of equal opportunities and other peoples behavioural, physical, social and welfare needs.

## Person Specification

### Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

<b>Qualifications Required</b>	
<ul style="list-style-type: none"> <li>• NVQ Level 3 or GCSE level in English and Maths grade C or above. And</li> <li>• Significant experience in administrative work</li> </ul>	<b>Essential</b>

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

<b>Knowledge</b>		<b>Essential / Desirable</b>
Appropriate level of IT and keyboard skills	<p>Experience and regular use of Microsoft Word, Excel, Internet and outlook.</p> <p>Experience of inputting and retrieving data from ICT based record systems</p>	<b>Essential</b>
Appropriate level of data protection, security and confidentiality awareness	Knowledge of data protection and keeping personal data secure	<b>Essential</b>
<b>Skills</b>		
Ability to communicate effectively by telephone, in writing, by email and in person	<p>Front line service (visitor/ telephone) experience.</p> <p>Recent and relevant administrative experience and/or in a secretarial role.</p>	<b>Essential</b>
Methodical and organised approach to tasks, with an eye for detail		<b>Essential</b>
Ability to work calmly under pressure prioritising competing demands effectively		<b>Essential</b>
Ability to produce accurate summaries of meetings, events and conversations		<b>Essential</b>
<b>Experience</b>		
	Give an idea of the type and level of experience required do not specify years of experience.	
Ability to providing good customer service with a drive for continuous improvement	Friendly, approachable communication manner	<b>Essential</b>

Able to deal with work of a confidential nature		<b>Essential</b>
<b>Equal opportunities</b>	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	
<b>Safeguarding</b> ( <i>include for roles working with children/ vulnerable adults</i> )	Demonstrate an understanding of the safe working practices that apply to this role.	
	Ability to work in a way that promotes the safety and well-being of children and young people/ vulnerable adults.	

### Disclosure level

What disclosure level is required for this post?	None	X	Standard
	Enhanced		Enhanced with barred list checks

### Work type

What work type does this role fit into?	Fixed X	Flexible	Field	Home
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