

# CROYDON COUNCIL

## ROLE PROFILE AND PERSON SPECIFICATION

**DIRECTORATE:**

Sustainable Communities, Regeneration and Economic

**DIVISION:**

Culture and Community Safety

**JOB TITLE:**

**Coroner's Court Usher**

## ROLE PROFILE

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|------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Job Title:</b>                        | Coroner's Court Usher                                                                                                                                                                                                                                                                                                                |
| <b>Directorate:</b>                      | Sustainable Communities, Regeneration and Economic                                                                                                                                                                                                                                                                                   |
| <b>Division:</b>                         | Culture and community safety                                                                                                                                                                                                                                                                                                         |
| <b>Grade:</b>                            | Grade 2                                                                                                                                                                                                                                                                                                                              |
| <b>Hours (per week):</b>                 | 36                                                                                                                                                                                                                                                                                                                                   |
| <b>Reports to:</b>                       | Administrative Team Leader                                                                                                                                                                                                                                                                                                           |
| <b>Responsible for:</b>                  | This role has no line management or supervision duties.                                                                                                                                                                                                                                                                              |
| <b>Role Purpose and Role Dimensions:</b> | To support the smooth running of all aspects of Inquest hearings in the Coroners' Court and to support relevant administrative duties in the wider Court.                                                                                                                                                                            |
| <b>Commitment to Diversity:</b>          | The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination. |
| <b>Key External Contacts:</b>            | <p>The role is based in Court and the Postholder will routinely have contact with:</p> <p>Bereaved families and other interested parties.<br/>Solicitors and Barristers representing interested parties.<br/>Jurors<br/>Members of the public<br/>Media<br/>Voluntary organisations</p>                                              |
| <b>Key Internal Contacts:</b>            | <p>The Senior Coroner and Assistant Coroners<br/>Coroner's Officers<br/>Other members of the Court Administrative Team<br/>Facilities and Security staff</p>                                                                                                                                                                         |

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| <b>Financial Dimensions:</b>          | Responsible for the collating of Jury/witness expense forms.                                                                                                                              |
| <b>Key Areas for Decision Making:</b> | Determining how to organise own workload, deciding on what advice to give and when to escalate issues.                                                                                    |
| <b>Other Considerations:</b>          | The Coroner's Court is run by a small team and, when the Court is under strain, the post holder will be expected to support other team members outside of their normal day-to-day duties. |

**Is a satisfactory disclosure and barring check required?**  
[\(click here for guidance on DBS\)](#)

No

**What level of check is required?**

**Is the post politically restricted**  
[\(Click here for guidance on political restriction\)](#)

No

**Is the post exempt from the Rehabilitation of Offenders Act (ROA) 1974**  
[\(Click here for guidance on ROA \)](#)

No

**Key Accountabilities and Result Areas:**

**Key Elements:**

**Supporting Inquests in Court**

To support the Coroner and follow their directions in Court.

Work flexibly and collaboratively with the Coroner, Coroner's Officers, other members of the Administrative Team, court volunteers and other ushers to effectively deliver the range of court duties to support the running of Inquests in South London.

Deliver the effective functioning and operation of all electronic court equipment and ensure all evidence and documents are available by making all necessary arrangements to ensure the

smooth running of the hearings in the court and that Court recordings are properly stored and archived.

Work flexibly and collaboratively with other coroners' court ushers and coroners (court) officers across other court locations to maintain business continuity and team resilience.

Ensuring integrity, fairness and consideration of the needs of others is integral to all of your actions to achieve professional and equitable working practices.

Greeting attendees and orienting them in the Court.

Preparing and managing the Court room, including putting out water and agreeing seating plans with the Coroner.

Acting as Court Bailiff, swearing in witnesses, securing the Court and organising volunteer court ushers at inquests.

Supporting the preparation of Jury packs before and during the Inquest, including witness statements, photographic evidence and other documentation is included to the Coroner's satisfaction.

## **Wider Support to the Court**

Perform a professional and empathic family liaison function utilising effective communication mechanisms throughout to provide appropriate and timely advice and support to bereaved people and other witnesses or interested persons so that they are fully informed at all stages of the hearings in accordance with local policy and statutory requirements.

Develop effective working practices with all professional partners and volunteers to ensure that the procedure of the coroner's inquest is understood and that the correct procedures are followed.

Undertake appropriate dynamic risk assessments and adopt conflict management strategies to ensure the safety of all persons attending the inquest hearing.

Develop and maintain relevant skills and knowledge of all relevant legislation, chief coroners and other official guidance including policies and judicial direction to effectively work as a reflective practitioner using appropriate problem solving, taking responsibility for own actions and managing personal workload, to achieve the required standard according to local policy and statutory requirements.

Collaborate with the Coroner's and administration officers to

provide support for general administrative tasks so that electronic and, where necessary, hardcopy documents are available for court hearings in a timely manner and court recordings and documents are appropriately prepared for the archives.

## Confidentiality

- Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

## Data Protection

- Being aware of the council's legal obligations under the Data Protection Act 2018 (the "2018 Act") and the EU General Data Protection Regulation ("GDPR") for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.
- Maintaining customer records and archive systems in accordance with directorate procedures and policies as well as statutory requirements.
- Treating all information acquired through employment, both formally and informally, in accordance with the **Workforce Data Protection Policy**.
- There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

### **Contribute as an effective and collaborative team member**

This will involve:

- Participating in training to demonstrate competence.
- Undertaking training as required for the role.
- Participating in the development, implementation and monitoring of service plans.
- Championing the professional integrity of the service.

### **Equalities and Diversity**

- The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

### **Health and Safety**

- Being responsible for own Health & Safety, as well as that of colleagues, service users and the public.
- Employees should co-operate with management, follow established systems of work, use protective equipment and report defects and hazards to management.
- Managers should carry out, monitor and review risk assessments, providing robust induction and training packages for new and transferring staff, to ensure they receive relevant H&S training, including refresher training, report all accidents in a timely manner on council accident forms, ensure H&S is a standing item in team meetings, liaise with trade union safety representatives about local safety matters and induct and monitor any visiting contractors etc, as appropriate.

# Person Specification

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|----------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Job Title:</b>                      | Coroner's Court Usher                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Essential knowledge:</b>            | <p>An understanding of the role of the Coroner and Coronial Inquests.</p> <p>An understanding of the religious and cultural observances relevant to death and court procedures.</p> <p>Broad knowledge of a range of IT systems.</p>                                                                                                                                                                                                                                                                                                                    |
| <b>Essential skills and abilities:</b> | <p>Have the empathy and resilience to be able to deal with acutely bereaved residents on a daily basis.</p> <p>Outstanding people skills, tact and diplomacy.</p> <p>Excellent oral and written communication skills.</p> <p>Ability to quickly learn to use a wide range of IT software and hardware.</p> <p>Strong judgement and decision-making skills, acting with integrity at all times.</p> <p>There is a need to be able to multi-task and move from one site to another at very short notice.</p>                                              |
| <b>Essential experience:</b>           | <p>Experience of providing administrative support within a public-facing legal or governance-based setting.</p> <p>Proven work experience with a customer service element or in a court setting, in a role demanding, confidentiality, responsibility, self-motivation, initiative and multi-tasking.</p> <p>Experience of administrative tasks within an office environment.</p> <p>Previous experience of working with people suffering emotional distress or conflict management and where cultural or religious observances may be significant.</p> |
| <b>Special conditions:</b>             | <p>The role will be expected to largely work to Court hours, namely 8am to 4pm, though there will be a need to occasionally work outside Court hours.</p> <p>The post is Court based with no opportunities for home working.</p>                                                                                                                                                                                                                                                                                                                        |