

# **CROYDON COUNCIL**

## **ROLE PROFILE AND PERSON SPECIFICATION**

**DIRECTORATE:**

Sustainable Communities, Regeneration and Economic

**DIVISION:**

Culture and Community Safety

**JOB TITLE:**

**Administrative Team Leader - South London  
Coroner's Court**

## ROLE PROFILE

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|------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Job Title:</b>                        | Administrative Team Leader                                                                                                                                                                                                                                                                                                           |
| <b>Directorate:</b>                      | Sustainable Communities, Regeneration and Economic                                                                                                                                                                                                                                                                                   |
| <b>Division:</b>                         | Culture and community safety                                                                                                                                                                                                                                                                                                         |
| <b>Grade:</b>                            | Grade 11                                                                                                                                                                                                                                                                                                                             |
| <b>Hours (per week):</b>                 | 36                                                                                                                                                                                                                                                                                                                                   |
| <b>Reports to:</b>                       | Head of Coroner's Service                                                                                                                                                                                                                                                                                                            |
| <b>Responsible for:</b>                  | Clerk to the Court, Senior Resources Officer, Resources Officers and Ushers.                                                                                                                                                                                                                                                         |
| <b>Role Purpose and Role Dimensions:</b> | This role leads the local authority administrative team in the Court and will be the council's principal point of contact with the Senior Coroner and the MPS for all day-to-day service delivery operational matters.                                                                                                               |
| <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>            | Ministry of Justice; Security Staff; medical and legal agencies and individuals, hospitals and doctors; court users.                                                                                                                                                                                                                 |
| <b>Key Internal Contacts:</b>            | Senior Coroner and Assistant Coroners; London Coroners administrative staff; Metropolitan Police Service Coroner's Officers; Facilities Management; ICT; and Accounts payable teams.                                                                                                                                                 |
| <b>Financial Dimensions:</b>             | <p>This role will support the production of financial information under the supervision of the Head of the Coroner's Service.</p> <p>The role will also support relevant contract management and</p>                                                                                                                                 |

tendering processes in the Court.

The role will also lead on a range of transactional finance responsibilities, such as raising purchase orders and invoices.

**Key Areas for Decision Making:**

Under the overall supervision of the Head of Coroner Services, to lead on the day-to-day decision making in the Court relating to the operation of the administrative and the line management of staff in that team.

**Other Considerations:**

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:**

**To lead the operational management of the administrative team in the Court.**

**Key Elements:**

This will involve:

Under the guidance of the Head of Service, leading the day-to-day operational management of the Local Authority Administrative Team including the rostering of staff and allocation of duties.

Under the guidance of the Head of Service, being the

day-to-day operational point of contact with the Senior Coroner, Metropolitan Police Service and hospital mortuaries.

Under the guidance of the Head of Service, leading on the day-to-day management of the Court's IT and FM equipment and services, including the Court's website.

Being the most senior point of escalation for staff in the administrative team.

### **To support the financial management of the Court**

This will involve:

Raising, monitoring, and updating purchase requisitions and orders.

Supporting the Head of Service with contract management and tendering (including body removals, IT infrastructure and support, toxicology, pathologists, Civica and Huddle).

Supporting the Head of Service with budget monitoring and forecasting.

### **To support the policy and performance functions of the Court**

This will involve:

Producing management information reports as requested by the Senior Coroner and the Head of Service.

Supporting the Head of Service on the production of service policy and its implementation, such as health and safety and Court security policies.

Leading on the production of the annual returns to the Chief Coroner's Office and the Ministry of Justice.

### **To support the wider management of the Court**

This will involve supporting the Head of Service in a range of non-operational duties, such as administering the recruitment of Coroners, leading on emergency planning and the design and delivery of special projects.

### **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>                      | Administrative Team Leader – South London Coroner’s Court                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Essential knowledge:</b>            | <p>An in-depth understanding of office operations and management.</p> <p>A well-developed knowledge of work planning and project management.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Essential skills and abilities:</b> | <p>Ability to work in close partnership with Coroners, the Coroner’s Officer team, volunteers and other staff and officials within the Coroner’s Court.</p> <p>Ability to lead and motivate a team and have the adaptability to undertake the wide range of team leadership duties.</p> <p>Practical problem solver, with focus on delivering outcomes quickly and efficiently.</p> <p>Ability to organise own and team’s work priorities and to motivate team, working under the pressures of unforeseen and urgent demands and conflicting priorities.</p> <p>Be a strong and effective communicator, able to influence and negotiate at a range of levels of seniority within the Court.</p> <p>Be a self-starter with excellent time management, organisational skills and a high degree of initiative.</p> |
| <b>Essential experience:</b>           | <p>Substantive experience of working in a management or supervisory role in a public facing work setting.</p> <p>Delivering services within a statutory or regulatory framework, supporting good governance and dealing with confidential and sensitive issues.</p> <p>Supporting the management of projects and programmes.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Special conditions:</b>             | <p>The role will be expected to largely work to Court hours, namely 8am to 4pm.</p> <p>The post is predominantly Court based with limited opportunities for home working.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |