

## Job Description

<b>Job title:</b> Head of Coroner's Service	<b>Service Area:</b> Coroner Service – Culture and Community Safety	
<b>Directorate:</b> Sustainable Communities, Regeneration & Economic Recovery	<b>Post Number</b> From Oracle	<b>Evaluation Number</b>
<b>Grade:</b> <b>CSRA</b>	<b>Date issued: May 2022. Updated December 2025</b>	

### **Croydon Council's priorities**

We will live within our means, balance the books and provide value for money for our residents.

We will focus on tackling ingrained inequality and poverty in the borough. We will follow the evidence to tackle the underlying causes of inequality and hardship, like structural racism, environmental injustice and economic injustice.

We will focus on providing the best quality core service we can afford. First and foremost, providing social care services that keep our most vulnerable residents safe and healthy and keep our streets clean and safe.

To ensure we get full benefit from every pound we spend, other services will only be provided where they can be shown to have a direct benefit in keeping people safe and reducing demand.

### **Croydon Council's new ways of working**

We will practice sound financial management, being honest about what we've spent and what we can afford.

We will focus on what we, uniquely, can do as the local authority as the democratically elected leaders of our borough. This means we will focus on our core services, and a small number of evidence-based outcomes that deliver our priorities. But we will also continue to use our democratic mandate to convene our partners around a common purpose and to make a clear case for a better deal for Croydon.

We will aim to become a much more transparent, open and honest council.

We will involve residents in our decision making. But we will also need to be clear with residents about what we can do, and what we can't. When we have to say no, we will do so with compassion and take the time to explain our decisions.

### **Responsibility for:**

#### **Job Purpose:**

Accountable for leading and managing the Coroner's Support Service, providing professional expertise in a complex and statutory area, managing staff contracts and resources to ensure effective outcomes.

Work with the judicially independent Senior Coroner to establish and implement the strategic aims and objectives of the statutory Coroner's Services.

Provide strong leadership, management and guidance regarding the allocation of resources, risk management, change management and behaviours within the Coroners Service.

Manage a range of complex relationships across health, local and central government at a local and regional basis.

Manage corporate change programmes and governance projects to support the delivery of the Croydon Renewal Plan, Corporate Plan and other key organisation wide strategies.

#### **Service Specific Accountabilities**

Proactively manage the coroner service budget to and ensure best value in the use of public funds. Produce draft revenue budgets and forecast expenditure to ensure the service operates within cash limits and in accordance with the council's financial regulations. Seek opportunities to reduce expenditure by working collaboratively with and, where appropriate, influencing coroners in relation to spending commitments.

Develop and maintain effective strategic partnerships with the services key stakeholders including, but not limited to, NHS Hospital Trusts, funeral directors, the Metropolitan Police Service (MPS), the toxicology testing provider, lawyers, pathologists, expert witnesses, and the council's FM Team. Provide professional advice and guidance to establish clear communication networks to support the coroners to ensure the smooth and efficient running of the service.

Develop and maintain positive and productive relationships at local, regional and national level, in particular with the Chief Coroner's Office, the Ministry of Justice the Local Authority Registration and Coroner Services Association and the London Lead Authority Group in order to influence the modernisation of the

service, the consistent application and interpretation of policy and guidance, and the development of quality training and development for the admin team and coroner's officers.

Lead on the procurement of service contracts/SLA's for post mortems, body removals, toxicology, case management systems and other service activities to ensure the coroners are able to discharge their statutory obligations and that the council achieves its best value duty through the process. Ensure that the relevant governance requirements are met, including engagement with elected members, Cabinet Members and Elected Mayor.

Provide strategic leadership and expertise for the service in relation to the response to a mass fatality incident engaging as appropriate with the council's emergency planning team and the London Councils Resilience Forum.

Manage the council's relationship with the other three London boroughs that make up the South London Coroner area (Bexley, Bromley and Sutton collectively known as the Consortium Partners) and with particular regards to service costs. Plan the regular timetable of meetings, and produce reports as necessary to ensure the Consortium Partners are kept up to date and appraised of operational and strategic service developments impacting the service. Work with the service's Finance Business Partner to produce monthly budget monitoring reports which includes a narrative for all budget variances.

Manage the service/council's relationship and SLA with Croydon University Hospital for post mortem and mortuary provision. Provide operational and strategic insight into the proposal for the development of a dedicated public mortuary and coroner's court and office complex for the service to include the provision of facilities for both invasive post mortem and digital post mortem.

Manage the relationship with the council's FM Team for the use of the Town Hall as a second court for holding inquests. Resolve court availability clashes to the mutual satisfaction of the council and the senior coroner. Manage the re-location of the court and offices to new accommodation ensuring there is a seamless transition and no court downtime.

Project manage the transfer of the Coroner's Officer function from the MPS to the council and seamlessly integrate the transferring staff into the wider council support team function. Review the structure of the service and make any necessary changes to ensure the staffing provision is robust enough to meet the day to day demands of the service and that the senior coroner is able to discharge his/her statutory duties.

**Reports to:** Director of Culture and Community Safety

**Responsible for:**

**Corporate Accountabilities (all Heads of Service)**

To take a "one Council" approach to deliver more effective outcomes and at all times avoid a siloed, single division or service area approach.

To actively seek out and learn from external good practice and bring those new ideas and ways of working into service development and delivery.

To contribute and lead as required as a project owner on the delivery and implementation of specific corporate projects as required.

To actively role model the council's priorities and ways of working and the council's leadership framework and values.

To lead, manage and develop staff teams and ensure compliance with the council's performance management system and all HR policies and procedures

Be accountable for associated budget and have affordable plans in place to deliver the annual budget and Medium Term Financial Plan.

Provide assurance that the services are compliant and performance monitoring is part of the corporate rhythm, and exceptions have robust action plans.

To operate within the governance, financial and legal frameworks of the Council at all times.

Ensure equalities is embedded into all aspects of professional and managerial roles, including service delivery and at all times carry out your duties with regard to the Council policy.

Ensure by robust management that the services and staff you are responsible for adhere to the Council's Health and Safety Policy and operate within the safety management frameworks.

To ensure the effective management of data and security of information received and used within the division, to comply with the relevant legislation such as GDPR and the Freedom of Information Act, recognising that the council wishes to operate in the most open and transparent way.

Participate in cross organisational risk management and emergency planning activities as required

### **Service Accountabilities:**

Manage and lead staff resources to optimise service delivery. Responsible for implementing the formal performance and development framework, while informally coaching others throughout the organisation in area of personal expertise. Ensures that teams are focused, motivated and inspired to achieve objectives and create a positive team culture, ensuring others follow the expected ways of working.

As part of the department's senior management team, develop plans to deliver the Council's objectives. Focus upon the long-term strategic management and contributes to the wider longer-term business strategy; using knowledge of the competitive environment to inform strategic direction and drive performance improvements.

Provide leadership, direction and advice in dealing with significant and often sensitive negotiations. Collaborate with external partners and apply negotiation strategies to set service priorities and ensure an integrated and co-ordinated multi-agency approach in delivering these services.

Manage and deliver required outcomes for a portfolio of corporate change programmes and governance projects to support the delivery of the Croydon Renewal Plan, Corporate Plan and other key organisation wide strategies, which may have significant and long-term impact across the Council's finances and resources.

As the Council's professional / functional lead for the designated area of service, to be accountable for organisational compliance both internally and as required by an external audience. This may have an impact and influence across the Council, beyond departmental boundaries.

Responsible for designing, developing and delivering the overall contract management strategy for the service, while also personally handling contracts of strategic importance.

Develop operational strategies and plans for the service which address emerging challenges and deliver quality outcomes for the service.

Lead and manage the services so that they are responsive to customer requirements, accessible to all areas of the community and provide value for money. Where required and in conjunction with other service providers, undertake joint planning of service delivery and/or closer integration of service provision.

Manage and develop strategies to manage risk in relation to statutory compliance for the service.

Develop and deliver the financial management and control systems. Manage service budgets and audit processes so that they align with organisational strategy.

Implement and champion the use of data management systems, procedures and auditable records to fully deliver departmental objectives and create efficiencies.

The list of duties in the role profile should not be regarded as exclusive or exhaustive. There will be other duties and requirements associated with your

job and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.

Your duties will be as set out in the above role profile but please note that the Council reserves the right to update your role profile, from time to time, to reflect changes in, or to, your job.

You will be consulted about any proposed changes.

### **Key Stakeholder Relationships:**

#### Internal:

Members; Chief Officers; Directors; Heads of Service; other teams and senior departmental colleagues across the whole council; trade unions.

#### External:

Local, regional and national government bodies, agencies and NGOs; professional bodies; other local authorities; partner organisations, particularly the Metropolitan Police and NHS; statutory bodies; members of the public and community groups; trade unions.

### **Political Restrictions:**

This post is NOT politically restricted under the Local Government and Housing Act 1989, as amended by the Local Democracy, Economic Development and Construction Act 2009.

### **Statutory Responsibilities:**

This role has no assigned statutory responsibilities.

### **Other Considerations:**

You may, from time to time, be required to work outside of regular office hours including weekends and evenings to attend meetings and community events.

The postholder is required to observe and fulfill the seven principles of public life (also known as the Nolan Principles).

#### **1.1 Selflessness**

Holders of public office should act solely in terms of the public interest.

#### **1.2 Integrity**

Holders of public office must avoid placing themselves under any obligation to people or organisations that might try inappropriately to influence them in their work. They should not

act or take decisions in order to gain financial or other material benefits for themselves, their family, or their friends. They must declare and resolve any interests and relationships.

### **1.3 Objectivity**

Holders of public office must act and take decisions impartially, fairly and on merit, using the best evidence and without discrimination or bias.

### **1.4 Accountability**

Holders of public office are accountable to the public for their decisions and actions and must submit themselves to the scrutiny necessary to ensure this.

### **1.5 Openness**

Holders of public office should act and take decisions in an open and transparent manner. Information should not be withheld from the public unless there are clear and lawful reasons for so doing.

### **1.6 Honesty**

Holders of public office should be truthful.

### **1.7 Leadership**

Holders of public office should exhibit these principles in their own behaviour. They should actively promote and robustly support the principles and be willing to challenge poor behaviour wherever it occurs.

## Person Specification

### Specific Minimum Qualifications and Expertise

#### Qualifications:

- A professional or management qualification or educated to degree level or demonstrable equivalent experience.
- Evidence of continuing professional development, leadership and personal

#### Experience:

- Experience of establishing and implementing business planning processes and performance management systems to ensure appropriate and cost effective service delivery.
- Demonstrable excellence in team management and service delivery in relation to the provision of customer orientated services that achieve successful outcomes.
- Experience of working in partnership with a wide range of internal and external stakeholders / bodies including statutory bodies and organisations, influencing and negotiating to achieve common and statutory objectives.
- Experience in a relevant professional/management capacity within a large organisation, with experience of managing a significant portfolio; management and development of staff and responsibility of the management of substantial resources including budgets.
- A proven track record of influencing strategic decision-makers.
- Experience of developing and implementing strategies and policies.
- Experience of successful project management of complex initiatives in a political environment.
- Managing resources to achieve demanding targets.

#### Knowledge and Skills:

- High level of communication skills to persuade and engage audiences and form positive relationships at all levels (internally and externally).
- Extensive, comprehensive knowledge and understanding of functional management and best practice relating to its application in a large diverse organisation
- An in-depth understanding of management concepts, practices and principles gained through experience of managing at a senior level, including knowledge of change management
- A knowledge of equalities and diversity policies and how these influence service direction



- An in-depth and practical understanding of existing and pending legislation, issues and financial challenges facing local government and specifically issues relating to the service area
- Ability to work in a collaborative way to transform service delivery including the ability to manage internal departmental relationships
- Evidence of being a strong corporate player who will lead, motivate and inspire their teams and build a high performing culture.
- Ability to work effectively across a range of service disciplines and with a range of people.
- Skilled in financial management and management of people.
- Proven leadership skills - ability to lead and motivate groups and individuals, allocating and delegating work effectively with a high level of interpersonal skills, able to persuade, negotiate and influence.
- Work in a flexible, adaptable manner and to act with sensitivity, discretion and tact at all levels of contact.
- Commitment to the Council's core value and objectives

## Corporate Values

Our values are the base of every job role within Croydon – our values are fundamental in everything we do as a Local Authority. You are required to demonstrate a commitment to our corporate values and this will be assessed using the criteria below:



**One Team:** To cross boundaries to work together towards shared goals with colleagues, partners and communities

- You are strategically innovative in your approach to building and maintaining partnerships and you and your teams act in a joint enterprise with them. You use your contacts and colleagues to bring teams together.

**Proud to Serve:** We strive to always do our best for the community, getting the most from limited resources and using taxpayers' money wisely

- You are proud to be part of the wider Croydon and the contribution you and your teams make to it. You make a difference to people's lives through engagement and you strive to get the best possible value for money for customers.

**Honest and Open:** We work hard to build trust by treating everyone with honesty and integrity

- You think through who needs to understand what during communication; and take care to communicate detail clearly. You take people's views into account continuously. You trust people, colleagues and staff, to do their best and deal with any issues positively.

**Taking Responsibility:** We encourage and support each other to take responsibility and show what we can do, learning together and recognising each other's contributions

- You are clear where formal accountability lies and where we can all take responsibility for results. You praise your colleagues for their efforts and ideas and thank them for their contributions.

**Valuing Diversity:** We make the most of the many perspectives that make Croydon distinctive

- You treat all staff and customers with equal value and respect. In everything you do, you make good use of the wide variety of background, skills and perspective your teams, the Council and the community demonstrate.

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