Candidate Information Pack

**Coroner Services Manager**

For

Lancashire & Blackburn with Darwen

**Lancashire County Council**

August 2021

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**CORONER SERVICES MANAGER FOR LANCASHIRE & BLACKBURN WITH DARWEN**

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**1. ADVERT**

**Coroner Services Manager for Lancashire & Blackburn with Darwen Jurisdiction**

**Lancashire County Council**

**Salary: £43,857 - £47,847**

**Closing date: 31 October 2021 23:59**

Lancashire County Council is seeking to appoint an exceptional individual to join the Coroner's team as our Coroner Services Manager following the retirement of the current postholder. The Coroner Services Manager takes a leading role in ensuring that the Lancashire and Blackburn with Darwen Coroner area is recognised regionally and nationally as a cost effective service whilst also providing an excellent standard of case to all our bereaved families.

**About the post:**

Coroners are independent judicial officers who are responsible for investigating violent, unnatural or sudden deaths. Their role is to establish who died, how, when and where. Coroners have a duty to investigate the death and, if necessary, hold an inquest. To support this important judicial function Coroners have a team of support staff including Coroners Officers and admin support. We are looking for an individual with extensive leadership experience and a comprehensive understanding of coronial services to provide management and direction to the Coroner's Service support service. You will need to demonstrate a strong track record of experience in a relevant role, excellent interpersonal skills and the ability to lead and motivate a team. The team supports the work of a Senior Coroner, two Area Coroners and a number of Assistant Coroners. Lancashire and Blackburn with Darwen Coroner's Service is one of the largest jurisdictions in the north west with c4000 referrals a year, c550 of these referrals result in an Inquest.

This is an exciting opportunity for an experienced Strategic and Operational Manager to help shape the future of the Coroner's Service in Lancashire and Blackburn with Darwen. The Coroner Services Manager will work closely with the Senior Coroner to provide suport to the Coronial team. They will have responsibility for liasing with stakeholders to ensure that the service remains efficient and effective and continues to strive for improvement and to remain at the leading edge within the Coronial setting.

Lancashire County Council is looking for an exceptional candidate with excellent proven leadership, organisational, management and efficiency skills, as well as experience of exercising sound judgement and communicating effectively. In this role, you will work closely with the Senior Coroner to ensure value for money, performance and financial efficiencies. Collaborative working with the Senior Coroner, local authority, the police and other stakeholders is essential.

Your exceptional communication and interpersonal skills are important.

You will lead a team of Administrators based at the Coroner's Office in Fulwood, Preston and a small Technical team based at County Hall, Preston.

This is an exciting opportunity to work in an area where the bereaved are at the centre of everything we do.

**How to apply:**

The candidate pack is available on the Lancashire County Council Vacancy website <http://www.lancashire.gov.uk/jobs>

If you wish to have an informal discussion please contact Janet Matheron 01772 531123.

**2. CORONER SERVICE INFORMATION**

**Area information**

The Lancashire and Blackburn with Darwen coroner area covers a geographical area of Lancaster, Wyre, Preston, South Ribble, Chorley, West Lancashire, Blackburn with Darwen, Hyndburn, Ribble Valley, Burnley, Pendle and Rossendale with a current population of around 1,290,208. Blackpool and the Fylde is covered by a separate Senior Coroner.

Our area has three prisons, one young offenders prison, three teaching hospitals, two district general hospitals, an elective orthopaedic centre, a large neo natal unit and significant mental health facilities. It contains sections of the M55, M65, M6 and M61 with major sections of the transport network for Lancashire and heavy industry.

The number of deaths registered in 2020 was 14,567 with 3930 cases (27%) referred to the Senior Coroner. Lancashire and Blackburn with Darwen use CT post mortems as the first line of intervention should a post mortem be required and these are conducted at Lancashire Teaching Hospital Trust. Should a post mortem examination be required they are conducted at Royal Lancaster Infirmary, Blackpool Victoria Hospital, Lancashire Teaching Hospital and Blackburn Royal Hospital by hospital pathologists. In 2020 1733 CTPMs were carried out (95.3% of all PMs). In 2020 552 inquests were held, despite the restrictions placed on the jurisdiction by the coronovirus pandemic.

**Daily Operations and accommodation**

The Lancashire and Blackburn with Darwen Coroner's service administration is dealt with in a purpose built office based in Fulwood, Preston. The office has two courts where the majority of inquests are held although inquests are also held in Lancaster, Fleetwood, Blackburn and Burnley. At the present time we are having to use additional external venues for our larger inquests in order to remain covid-safe. The average time from opening to hearing an inquest is currently 20 weeks.

The Senior Coroner is supported by two Area Coroners and twelve coroner’s officers who are employed by Lancashire Constabulary. In addition the Senior Coroner is supported by a Coroner’s Office Manager who manages an administrative team of five employed by Lancashire County Council.

The Coroner Services Manager will have responsibility for managing the Coroner's Office Manager, support team, accommodation, contracts, tendering and finance.

The Coroner Services Manager reports to the Head of Service for Legal and Democratic Services and works closely with the Senior Coroner and Lancashire Constabulary on the delivery of the service to ensure those affected by the work of the coroner team receive a high quality service.

The Coroner Services Manager will work 37 hours per week Monday-Friday based at County Hall, Preston but is expected to work from the Coroner's Court as and when required.

The Coroner Services Manager is responsible for liasing with each hospital trust within Lancashire, unitary authorities, local funeral directors, our CT scanning provider, iGene and attends meeting on behalf of the County Council and the Coroner in relation to mass fatalities, excess deaths etc.

**3. Role Profile and Person Specification**

**Coroner Services Manager – Grade 11 (Managerial)**

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| --- |
| **Purpose**A very experienced and professionally competent manager with a responsibility for service delivery of the Lancashire and Blackburn with Darwen Coroner Service, providing expert professional services, advice to customers and contributing advice to senior management/external stakeholders in this complex specialist area. Accountable for the quality and professionalism of others within the team. |
| **Scope of Work** |
| You will be expected to resource services, manage and motivate the Coroner's team and resolve complex problems in this complex and diverse business area. You will report to the Head of Service (Legal and Democratic Services) and your work will tend to be reviewed against agreed targets rather than relying on detailed managerial control. |
| **Accountabilities/Responsibilities** |
| The following are a range of duties:* Translate broadly defined deliverables into a clear work schedule/annual plan for the team, co-ordinating and integrating some diverse areas of work to provide clear direction for the team.
* Lead the delivery of the team’s service objectives through project management, commissioning/procurement of goods and services, and/or managing contracts and service level agreements with organisations such as NHS trusts and Unitary Authorities. This may require you to look up to a year or more ahead to anticipate and respond to changes that will impact on delivery. You will be involved in critical elements of the wider service planning such as CT scanning, Funeral Director rota etc.
 |
| * Operate and interpret management information systems to ensure ongoing review of progress towards objectives.
* Develop an overview of the area to identify wider ways to deliver continuous operational, performance and efficiency improvement, for review by senior officers. You may need to work beyond the team boundaries and may deploy technical or commercial expertise to identify and deliver these improvements.
* Develop, manage and motivate a team which aspires to high standards of work and behaviour, by providing ongoing coaching and training.
* Review and prioritise the use of resources, including buildings and equipment to ensure they are put to best use in delivering the service.
* Build and develop partnerships and relationships with members, senior managers, external organisations such as NHS Trusts, Lancashire Constabulary, Ministry of Justice, Chief Coroner's Office and within the community to ensure service priorities are shared and communicated effectively.
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| **Skills, knowledge and experience** |
| * Strong analytical skills and problem-solving capability
* Excellent communication and negotiation skills
* Experience of developing policy
* Project and change management skills
* Experience of providing in depth coaching and mentoring to develop others
* Experience of resolving complex issues and managing conflicting priorities
* Ability to build and maintain effective networks and relationships
* Excellent understanding of Directorate and Service area objectives, plus broad understanding of Council Community Strategy and Corporate Plan
* Excellent budget management skills

In addition to the skills knowledge and experience described above, you may be required to undertake a lower graded role as appropriate. |
| **Performance Indicators** |
| * Delivery of specified results e.g. outputs, volumes, continuous improvements.
* Achievement of medium-term milestones
* Quality of partner relationships
* Budgeted vs. Planned expenditure
* Customer satisfaction (internal or external) and service level measures.
* Work force indicators (turnover, timeliness, absenteeism, etc.)

Project variance from time/budget targets |

Lancashire County Council

Person Specification – Coroner Services Manager – Grade 11 (Managerial)

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| --- | --- | --- |
| **Requirements** | **Essential (E) or****Desirable (D)** | **Identified by Application Form (A) or Interview (I)** |
| **Qualifications:** |  |  |
|  |  |  |
| Professional and/or academic level qualification or equivalent or substantial vocational experience in a relevanttechnical, scientific, specialised or operational field | E | A |
| **Experience:** |  |  |
|  |  |  |
| Experience at middle management level; managingcomplex operations/functions/services | E | A, I |
| Ensuring delivering against agreed service plans and managing services in line with agreed budgets, targets andPlans | E | A, I |
| Innovative and creative management of services within achanging and challenging financial environment | E | A, I |
| Management and development of teams to ensurehigh quality service delivery within an uncertain environment | E | A, I |
| **Knowledge and Skills:** |  |  |
|  |  |  |
| Strong analytical, evaluative and problem solving skills | E | A, I |
| Project and change management skills | E | A, I |
| Ability to build and maintain effective networks andRelationships | E | A, I |
| Good understanding of Corporate and service strategy andobjectives and translation and implementation at local level | E | A, I |
| Application of managerial judgement to ensureservice area objectives are achieved | E | A, I |
| Ability to manage the Coroner Services budget effectively, identifying areas of concern at the earliest opportunity to ensure that the Service remains efficient and effective | E | A,I |
| **Other (including special requirements)** |  |  |
|  |  |  |
| 1. Commitment to equality and diversity | E | I |
| 2. Commitment to health and safety | E | I |
| 3. Display the LCC values and behaviours at all times and actively promote them in others | E | I |
| 4. Knowledge of the Coroner's Service | D | A/I |

**5. RECRUITMENT AND SELECTION PROCESS**

If you wish to apply for this position please go to the Lancashire County Council Vacancy website and apply electronically. If you have not been informed that you have an interview by 20th November you should consider that your application has been unsuccessful on this occasion.

**Interview**

You will be required to undertake a short presentation as part of the interview process.

**6. RECRUITMENT TIMETABLE**

**20 September 2021** (or as near to this date depending on publication criteria)

Advert to be on Lancashire County Council Vacancy website

**31 October 2021**

Closing date for return of applications is 23:59 on 31 October 2021

**W/C 8 November 2021**

Candidates shortlisted and notifed by email

**W/C 29 November 2021**

Interviews for shortlisted candidates

**The interview panel will be:**

Dr James Adeley, Senior Coroner, Lancashire and Blackburn with Darwen

Laura Sales, Director of Corporate Services

Mr Paul Bond, Head of Legal & Democratic Services

**Observing:** Janet Mather

**We are aiming for the successful candidate to take up post on 14 March 2022**