**Manchester City Council**

**Role Profile**

**Service Manager - Coroners, Grade 10**

**Coroners Service, Chief Executive’s Directorate**

**Reports to: Head of Service Coroners and Registrars**

**Job Family: Coroners and Registration Services**

**Key Role Descriptors:**

This role provides leadership and direction to a customer focused service within Manchester City Council.

The role holder will ensure the provision of high-quality support to enable the delivery of service and organisational objectives, delivering, managing or commissioning specific projects as required based on a “customer first” ethos that is cascaded throughout the wider organisation.

The role holder will work closely with key stakeholders to develop effective partnerships, linkages and coordinated working with other Council Services and key agencies to ensure that teams contribute to the development and delivery of area based priorities.

The role holder will oversee the collaborative design, development and implementation of strategies and frameworks which enable the operation of effective services and support their contribution to the achievement of strategic and operational objectives.

**Key Role Accountabilities:**

Provide strategic leadership and management to customer service functions to ensure they are responsive to business needs and that continuous improvement to service delivery is achieved through effective business planning processes and implementation of effective performance management systems.

Proactively lead and control the operational management of the service

Use robust and effective analysis of information to inform strategic objectives, ensuring coherence with current legislation and organisational direction.

Play a key role in the review and development of organisational strategies, ensuring that key performance indicators are met, and the assigned service area is continually measured and improved. Provide effective operational and strategic support to the authority’s corporate approach to external regulatory / inspection and internal governance processes.

Develop strong and effective customer relationships, communication channels and networking to ensure that services are attuned to customer demand through effective benchmarking across public and private sector organisations.

A strong and clear advocate for the organisation’s ***m people*** approach.

Roles at this level will be required to manage a range of assigned resources, which may be human, financial or other, to ensure continuous improvement in service delivery. Staff management duties may be either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

Make a positive contribution to the budget monitoring process by exercising control and management of all resources ensuring a cost effective and best value approach.

Personal commitment to continuous self-development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

**Where the role holder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**Role Portfolio:**

This role sits within the Coroners Service

The Coroners Service supports the activities of the Coroner. The Coroner is an independent judicial officer appointed but not employed by the local authority, to investigate any death which is unnatural, sudden, unexplained, violent or occurs in custody.

The Coroner’s Office provides support to the Coroner in the discharge of his judicial functions. This includes:

* making all necessary arrangements for inquests
* liaising with families
* arranging post-mortems and release of bodies
* arranging and facilitating proceedings in the Coroner’s 3 courts including those involving juries.

Service Manager, responsible for:

* Operational management, control, maintenance and issuing of all certificates and statutory records on behalf of HM Coroner.
* Supporting and managing the involvement of the Senior Police Coroners Officer and his team of seven, by allocating cases and directing investigations in accordance with the Coroner and Justice Act 2009 and the Coroners Investigation Regulations 2013.
* Regularly monitoring all services provided to the Coroner, under contract or service level agreement, to ensure that standards are being met and value for money achieved.
* Providing expert advice and guidance to Greater Manchester Police in respect of the retention and disposal of human tissue in accordance with the Human Tissue Act 2004.

**Key Behaviours, Skills and Technical Requirements**

**Our Manchester Behaviours**

* We are proud and passionate about Manchester
* We take time to listen and understand
* We ‘own it’ and we’re not afraid to try new things
* We work together and trust each other
* We show that we value our differences and treat people fairly

**General Skills**

* **Communication skills:**
* Is able to effectively transfer key and complex information to all levels of staff, adapting the style of communication as necessary and ensuring that this information is understood.
* Speaks fluently and writes articulately, expresses opinions, information and key points of an argument clearly, makes presentations and undertakes public speaking with skill and confidence; responds quickly to the needs of an audience and to their reactions and feedback; projects credibility.
* **Analytical Skills:**
* Demonstrates the ability to apply analytical and logical thinking to gathering and analysing information, designing and testing solutions to problems, and formulating plans.
* Skills to analyse a wide range of data and other sources of information to break them down into component parts, patterns and relationships; probes for further understanding of problems and makes rational judgements from the available information and analysis demonstrating and understanding of how one issue may be part of a much larger system/issue.
* **Planning and Organising**
* Sets clearly defined objectives, plans activities and projects well in advance and takes account of changing circumstances; identifies and organises resources and manages time effectively monitoring performance against milestones and deadlines.
* Ability to maintain focus and objectivity under various conditions and skill in managing and maintaining a multi-priority workload, progressing various ideas and plans concurrently.
* **Problem Solving and Decision Making**
* Ability to react to immediate problems of a highly complex nature with associated risk factors and deliver pragmatic solutions sometimes under extreme pressure.
* Uses creative ability to find solutions and whilst considering policy and procedure is also confident in adopting (and justifying) novel or non standard approaches.
* **People Management**
* The ability to manage a complex range of service areas within a large and significant department and multiple priorities with confidence. Key to success includes being able to maintain focus and objectivity under various conditions and skill in managing and maintaining a multi-priority workload, progressing various strategies and plans over the long term concurrently with an ability to maintain sound judgement under competing priorities and pressure**.**
* Effective development, management and motivation of staff within service area, providing leadership and planning for the work of a service based function or Council wide team. Establishes clear targets and monitors progress to ensure continuous improvement in service delivery.
* **Financial Management**
* Excellent financial planning skills to develop short-, medium- and long-term financial plans with an ability to budget proactively with large, high-risk or volatile elements being identified and cross-referenced to operational activity
* Ability to represent the organisation at a senior level in financial, commercial and general management relationships with other organisations in both public and private sectors.

**Technical Requirements (Role Specific)**

* Detailed knowledge and experience of managing and operating Coronial courts and supporting procedures.
* Detailed knowledge and understanding of the Human Tissue Act 2004**.**
* Knowledge and understanding of PACE(Police and Criminal Evidence Act)
* Experience of supporting the progress of complex inquest cases
* Detailed Knowledge of medical terminology, anatomy and physiology
* Detailed knowledge and understanding of the Coroners and Justice Act 2009 and Coroners (Investigations) Regulations 2013
* Willingness to attend Judicial College for statutory training
* The postholder will deal with traumatic and upsetting situations and circumstances. You will need to show emotional resilience in dealing with these issues and be able to respond positively to the customer on a day to day basis.