**Job Description**

**Post Title Coroners Court Usher**

**Role Profile** \_ Specialist BCP Band E/Technical Administration Assistant I

**Service/Team** \_ Environment Services/Bereavement, Coroner & Mortuary/Coroner

**Reports to** \_ Bereavement, Coroner & Mortuary Manager / Senior Coroners Officer

**Responsible for** \_ n/a

**Number of posts** \_ n/a

**Post number** \_ tba

**Career Grade** \_ n/a

**My job improves the quality of life for the people of Bournemouth Christchurch and Poole** by supporting the service in ensuringall deaths reported to the Coroners Service are investigated and concluded within the statutory framework working alongside agency partners, providing guidance and support to the bereaved and all users of the service.

**Job Overview**

Dorset Coroners Service investigates the circumstances of all deaths where there is reason to suspect that the cause of death is unknown, is violent or unnatural, or occurred whilst the deceased was in lawful custody.

To support the efficient and timely operation of inquest hearings listed for the Coroner Court.

To provide accurate and timely information and appropriate support to the Dorset Coroner Service by working collaboratively as part of a team and with all users of the service,

**Key Responsibilities**

* Act under guidance within the scope of Coronial law, including the Coroners and Justice Act 2009, the Coroners (Investigations) Regulations 2013 and the Coroners (Inquests) Rules 2013 and other relevant statutory provisions and case law.
* Work flexibly with the Coroner, Coroners Officers and Coroners Technical Support Team and court volunteers to effectively deliver the range of court duties required in support of the Dorset Coroner Service.
* Deliver the effective functioning and operation of all audio and visual electronic court equipment and ensure all evidence and documents are available to ensure the smooth running of all hearings in the Coroner Court are legally compliant.
* Carry out a professional and empathic family liaison function utilising effective communication skills to provide appropriate and timely information and support to the bereaved, 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 with all professional partners and volunteers to ensure the procedure of the Coroner’s inquest is understood and that correct procedures are followed.
* Develop and maintain relevant skills and knowledge of all relevant legislation, Chief Coroner and other official guidance including local policy and statutory requirements.
* Collaborate with the Coroners Officers to provide support for general administrative tasks so that electronic and hardcopy documents are available for court hearings in a timely manner and court audio recordings and documents are appropriately prepared for archive.
* Work flexibly and collaboratively with other Coroners Court Ushers and Coroners Officers covering all court locations to maintain business continuity and team resilience.
* When courts are not sitting, work collaboratively with the Coroners Technical Support Team with other key administrative tasks such as email and telephone management of the generic contacts, photocopying and any other administrative task commensurate with the level of this post.
* Ensure integrity, fairness and consideration of the needs of others is integral to all of your actions to achieve professional and equitable working practices.

**Specific Qualifications and Experience**

* GCSE qualifications with a minimum of 3 at Grade 4 or above or Grade C or above or equivalent (**Essential**)
* Good working knowledge of ICT including MS360, case management systems, audio/visual electronic equipment and other programmes relevant to the role (**Essential**)
* Experience of working effectively within a court setting (**Desirable**)
* Effective communication strategies to work with people suffering emotional distress or conflict management and where cultural or religious observances may be significant (**Essential**)

**Personal Qualities & Attributes**

* Attention to detail and methodical approach to work at all times and be able to prioritise where necessary (**Essential**)
* Able to work under pressure and to tight deadlines by planning and organising own workload in an environment of change and where there are competing demands (**Essential**)
* Committed to achieving and maintaining standards of excellence (**Essential**)
* Able to work collaboratively and unsupervised (**Essential**)
* Develop relationships which have an influence on service improvement in your area (**Desirable**)
* Possess mature interactive communication skills with the ability to deal with potentially difficult and volatile situations in a professional and calm manner (**Essential**)
* Possess a high level of resilience and emotional intelligence (**Essential**)
* Highly motivated with a confident demeanour (**Essential**)
* Able to deal with distressing situations in a professional, dignified and respectful manner without compromising the needs and reputation of the service (**Essential**)
* Demonstrates the highest standards of personal conduct, honesty, integrity that inspires trust and confidence (**Essential**)
* Respects diversity and adopts a fair and inclusive approach with everyone (**Essential**)
* Proactive and supportive team player (**Essentia**l)
* Contribute to and celebrate the success of the whole team (**Essential**)

**Job Requirements**

* DBS check (**Essential**)
* Able to prioritise tasks according to need and urgency (**Essential**)
* There will be occasions where court hearings over-run, so an acceptance to work over and above contracted hours (to be claimed back as TOIL or by prior agreement OT) (**Essential**)
* Comply with the requirements of GDPR and ensure the appropriate level of protection of personal information and confidentiality at all times (**Essential**)

Reviewed by: Ian Poultney

05/06/2025