



**Post Title: Coroners Service Support Officer
Grade: D**

Job Purpose

To promote the Council's vision, values, aims, objectives, and priorities actively and effectively, putting our citizens first through the delivery of best value services.

To undertake a comprehensive range of duties to support the work of HM Coroner for Nottingham and Nottinghamshire by delivering a responsive, professional and robust service.

Individual Leadership Expectations

As an Officer of the Council, you will be expected to demonstrate our core behaviours, linked to the following four themes:

- **Individual Leadership:** by putting our citizens and customers first, delivering against your objectives, helping to set direction, and putting forward ideas for improvements.
- **Equality Diversity & Inclusion:** by ensuring we consider the needs of all NCC citizens in our work, show respect for others, upholding and adhering to the Council's Code of Conduct.
- **Change & Innovation:** by being creative, delivering change when needed, sharing problems, and helping to bring forward suggestions for improvements.
- **Collaboration:** by working well with others, identifying the needs of colleagues and others to deliver great services and by being a good communicator who works well with a range of audiences.

Specific Duties

1. Work flexibly and collaboratively with HM Coroner and all members of the Coroner's Service including court volunteers to effectively deliver continuity of the administrative functions and court duties as required to maintain team resilience to support the delivery of the coroner service for Nottingham and Nottinghamshire.
2. Undertake general administrative duties including but not limited to responding to telephone, email, and written enquiries, providing clear, accurate guidance. Maintain an efficient and effective filing system regarding all correspondence. Process and maintain accurate records by updating case management systems promptly.
3. Act as the initial point of contact (including face to face by telephone and e-mail), assess the nature of the contact, respond and / or refer to the appropriate person according to local policy and statutory requirements
4. Act as Court Usher by supporting the court on the day of the inquest, ensuring proceedings run smoothly and professionally and securing the recording of proceedings. Provide support to the coroner, including swearing in witnesses, presenting of disclosure and recording outcomes. Maintain responsibility for all court



recordings and court room equipment, ensuring that they are correctly stored and edited when required.

5. Support meetings for a range of delegates, by setting up refreshments and recording or transcribing the meeting, including in a hybrid setting ensuring that this is to HM Coroner's satisfaction.
6. Provide a point of contact for routine enquiries from families by utilising effective communication skills to initiate contact and respond to all service users and stakeholders in a courteous and prompt manner as well as consistently, efficiently, effectively and with empathy.
7. Liaise with a range of stakeholders and partner agencies including but not limited to GP's, police officers, Medical Examiner's Officers, funeral directors, hospital consultants and pathologists, mortuary staff, registrars and other senior professionals to support the HM Coroner and officers in their investigative duties.
8. Collate relevant information to support investigations undertaken by Coroner's Officers to pathologists where required, and ensure the co-ordination of removal of bodies, organ donation and tissue retention.
9. Co-ordinate the selection of jurors sending summons, checking eligibility and providing court papers.
10. Complete a range of financial duties including checking of data, processing of invoices, issuing receipts, raising purchase orders and arranging expenses to jurors and witnesses within agreed procedures as directed by line manager and in accordance with council financial procedures.
11. Complete redactions of documents to support Coroner's Officers to ensure that confidentiality and GDPR principles are always maintained.
12. To assist on disclosure of evidence relating to historic or archived investigations, ensuring proper processes are in place to record and disclose case files in line with HM Senior Coroner directions. Interrogate the case management system, and archived records to provide a range of information and reports as required, this may include processing financial or statistical information.
13. Actively promote and embed Equality, Diversity, and Inclusion through all actions and in accordance with the organisation's EDI strategy and objectives.
14. Undertake all relevant training and train and support others where necessary.

This is an office-based role as you will regularly be working in court. Standard hours are 9am-5pm, with a requirement to work outside normal hours (e.g. 10am-6pm court sittings) on a rota basis

Numbers and grades of any staff supervised by the post holder:

N/A



All staff are expected to abide by the obligations set out in the Information Security Policy, IT Acceptable Use Policy and Code of Conduct in order to uphold Nottingham City Council standards in relation to the creation, management, storage and transmission of information. Information must be treated in confidence and only be used for the purposes for which it has been gathered and should not be shared except where authorised to do so. It must not be used for personal gain or benefit, nor should it be passed on to third parties who might use it in such a way All staff are expected to uphold the City Council obligations in relation to current legislation including the Data Protection Act and Freedom of Information Act.

This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by a supervising officer, the responsibility level of any other duties should not exceed those outlined above.

Produced by Coroners Service Manager

Date 22/05/2026



Job title:

AREA OF RESPONSIBILITY	REQUIREMENT	MEASUREMENT		
		A	AC	D
Individual Leadership	Takes personal accountability for own development.		✓	
	Drive and motivation, ability to deliver against challenging objectives.	✓	✓	
Change and Innovation	Confidence and ability to put forward ideas for change.		✓	
	Ability to be creative, to be able to identify problems and work to create solutions.	✓	✓	
Collaboration	Evidence of working successfully in partnership across different sectors, building and maintaining good working relationships.		✓	
	Evidence of actively working with others to improve collaboration internally and externally.	✓	✓	
Equality, Diversity, and Inclusion	An understanding of why it's important to consider equality, diversity, and inclusion in all that we do.	✓	✓	
	Demonstrating personal commitment to the equality, diversity and inclusion challenges faced by our workforce and Nottingham's people.		✓	
Technical Skills and Knowledge	Appreciation and understanding of the sensitive and high-profile nature of HM Coroners Service, the ability to work with distressing and sensitive information and maintain confidentiality at all times.	✓	✓	
	Ability to represent the service professionally with customers and stakeholders in writing, on the telephone and in person whilst working in a formal court setting and provide advice accurately.	✓	✓	
	Demonstrate good attention to detail and ability to record information accurately onto different systems.	✓	✓	
	Be confident with technology and the ability to learn new software and systems to support the running of HM Coroners Service.	✓	✓	
	Ability to plan and organise own workload to meet varying deadlines and be able to work flexibly in a pressurised and sensitive environment.	✓	✓	
	Experience of utilising Microsoft Office to support an administrative role.	✓	✓	
	Ability to remain calm and professional in a courtroom environment and to troubleshoot any issues that arise whilst supporting HM Coroner.	✓	✓	



Nottingham

Nottingham

City Council

A - Application	AC – Assessment Centre	D – Documentary
------------------------	-------------------------------	------------------------