

Job Profile Information: Coronial Services & Business Development Manager

This supplementary information for Coronial Services & Business Development Manager is for guidance and must be used in conjunction with the Job Capsule for Job Family Environmental, Job Level 5 Zone 2 and Camden Way Category 4

Salary Range: £58,184 - £67,886

It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.

Role Purpose:

- To oversee the management and development of high quality Coronial and Mortuary services, ensuring full compliance with the legislative framework.
- To develop, manage and review the relevant strategies and service plans to further establish high quality Coronial and Mortuary services which meet the needs of Camden citizens and other service users.
- To oversee the effective evaluation and development of the relevant Environmental Health, Community Safety, Public Protection and Community Safety related services, with a focus on finance, performance management, statutory compliance procedures and policy.
- To project manage a wide range of IT, business management and service development projects on behalf of a range of statutory services within the Council's Public Safety Division.
- To take the lead managerial approach towards the development of a 'systems thinking' culture in order to drive continuous service improvement
- The post holder will be self-motivated and be committed to lead, manage and drive improvement and taking personal accountability for ensuring the delivery of high quality / best practice based statutory and regulatory services.
- Exercise budget management responsibility of relevant cost centres and associated budgets, working with the Head of Environmental Health, Business & Consumer Services to ensure compliance with the corporate financial management procedures.
- To take the lead managerial role in Environmental Health, Business & Consumer Services forward planning activity including change management programmes, responding to changing strategic priorities and overseeing the management of compliance/financial audits.

Example outcomes or objectives that this role will deliver:

- Assist the Director of Public Safety with the relevant strategic finance, procurement and contract management processes and ensure full compliance with the relevant corporate guidelines
- Lead on developing and maintaining a vision for quality and continuous service delivery improvements and associated culture with a strong focus on customer service and service outcomes.

- To take management responsibility for the collation, verification and analysis of service data to support operational and strategic decision making and oversee the production of strategic and operational service presentations on behalf of the Head of Environmental Health, Business & Consumer Services
- Develop robust finance and resource management protocols as directed by the Director of Public Safety
- To lead the development and delivery of projects and services within approved budgets, and oversee research and benchmarking projects designed to support the delivery of a best practice based service model.
- To review monthly budget outturns/financial projections and make recommendations to the Director of Public Safety and other relevant Senior Managers.
- Lead the ongoing strategic evaluation of income generating activity and oversee the production of fees & charges reports designed to maximise future income growth.
- To prepare and present reports and briefing papers for the senior colleagues and Elected Members and attend the relevant council decision making forums as directed by the Director of Public Safety.
- Liaise extensively with managers, corporate IT colleagues and software / system providers to oversee the continued development of related IT and intelligence sharing systems / protocols.
- To lead managerial responsibility for the ongoing evaluation of the relevant Public Safety Division business continuity plans and the relevant Out of Hours emergency response protocols.
- To ensure all appropriate aspects of health and safety policy are applied across Mortuary and Coroners Service
- Assist the Director of Public Safety in converting strategic aspirations into operational reality; via the scrutiny and evaluation of the relevant service delivery plans.
- To be an active member of the Public Safety Divisions leadership team, deputising for Director of Public Safety as and when required.

People Management Responsibilities:

The post holder will provide line management to permanent and non-permanent post holders who support the delivery of the Coroner's and Mortuary Services. Will manage issues including but not limited to employee development, performance, annual leave and sickness management.

Relationships:

Reports to the Director of Public Safety. Work with the Public Safety management team to ensure a coordinated approach towards the delivery of a wide range of regulatory/public protection related services.

This role will be expected to identify, build and sustain effective partnership relationships with colleagues and a range of stakeholders (internal and external to the council) acting as a point of expertise, which support the delivery of outcomes and meet the services priorities. Key contacts are likely to include:

- Residents
- Local and national businesses/representatives
- Cabinet members and ward councillors
- Contact Camden
- Directorates and services across the Council
- Government agencies including Environment Agency and Public Health England
- Human Tissue Authority
- Local community groups
- Police

Work Environment:

- Based in our offices at 5 Pancras Square with the occasional need to attend external meetings and shadow staff out on site or in other Council buildings. The post will be required to attend evening meetings, or other out of hours events on occasion for which reasonable notice will usually be given.
- The post holder will be expected to work independently and with minimal supervision, and will be seen to apply sound judgement and a commitment to delivering excellence and a high quality service to community of Camden.
- The post holder is required to work in a busy and demanding office environment with competing demands and priorities, working flexibly to meet individual and service objectives.
- The post holder will work in an agile way in line with the Council's move to a flexible and paperless work environment, prioritising their work within the empowered and enabled team culture, recognising and utilising the expertise of others where appropriate.

Technical Knowledge and Experience:

- **Essential:** Knowledge, understanding and/or experience of management and service improvement to deliver service objectives.
- **Essential:** Experience of responsibility for a defined service area or outcome and delivery in a high quality effective manner.
- **Essential:** Experience or understanding of budget management and income maximisation.
- **Essential:** Ability to analyse business data to inform strategic decision-making and resource deployment to achieve service and Camden objectives.
- **Essential:** Have a good knowledge/understanding of the relevant legislative framework relating to the delivery of local Coroner and Mortuary services
- Ability to analyse business data to inform strategic decision-making and resource deployment to achieve service and Camden objectives.

Desirable:

- Hold a recognised management qualification.
- A high degree of political awareness, including experience of working with publicly elected representatives.
- Experience of working collaboratively with internal and external partners to identify innovative and creative approaches to service objectives.
- Ability to take an organised approach to own workload whilst dealing with conflicting priorities and ensuring a customer service focused approach.
- Proven ability to identify and deliver major service improvements and adapt plans in response to change.
- Proven ability to effect change and implement projects. Ensuring that projects are controlled and delivered effectively
- Ability to build and maintain relationships with fellow managers, across departments and the organisation as a whole.
- Demonstrate excellence in customer care and understanding of the role of local government in supporting residents and businesses to access high quality services.
- Demonstrate ability to lead on data management including retrieval and preparation of data for government and/or local performance reports.
- Have excellent IT skills including manipulation of data using Microsoft Excel and/or other suitable software for data analysis.
- The role will be based in an enabled and empowered team focussed service where all officers are expected to work as one team to assist in the development of a culture where knowledge and experience is shared and responsibility for making decisions on complex issues is shared, where appropriate.

Camden Way Five Ways of Working

In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right

- Find better ways
- Take personal responsibility

For further information on the Camden Way please visit by clicking [HERE](#)