**Job Profile Information: Bereavement Services Team Leader**

**This supplementary information for Coronial Services Team Leader is for guidance and must be used in conjunction with the Job Capsule for Job Family Environmental, Job Level 4 Zone 2 and Camden Way Category 4.**

**Role Purpose:**

* The post holder will be required to project manage a wide range of Bereavement service areas, business management and service development projects on behalf of Inner North London Consortium and Public Protection;
* Lead on the operational management of the Mortuary and Coroners Administration Service.
* Lead on business intelligence, performance monitoring and analysis of data to drive service improvements and business planning.
* Lead on managing bereavement service relationships across internal and external partners.
* 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 an effective service across the council and the borough.
* Lead on customer focus for the service by challenging service delivery and ensuring lessons are learnt and incorporated through complaints received.
* Provide regular updates on associated budgets effectively, working with the Coronial Services and Business Development Manager and Public Protection Head of Service to provide financial reports.
* Lead on Coronial and Public protection forward planning including legislative changes affecting delivery functions, consultations and income management
* To advise Senior Council officers, elected members, key stakeholders and citizens on bereavement service related matters and draft briefings and procedural reports for the relevant portfolio holder as directed by the Coronial Services and Business Development Manager or the Head of Public Protection.

**Example outcomes or objectives that this role will deliver:**

* Assist the Coronial Services and Business Development Manager with the relevant strategic finance, procurement and contract management related processes and ensure full compliance with the relevant corporate guidelines / protocols.
* Assist on developing and maintaining a vision for quality and continuous service delivery improvements and associated culture with a strong focus on customer service and outcomes.
* Responsible for delivery of services and ensuring timely responses to enquiries and requests from internal and external stakeholders
* Liaison with internal and external facilities management and contracted services
* Develop robust contingency plans and business continuity plans relating to the death management process as directed by the Coronial Services and Business Development Manager and Head of Service, Corporate Finance and Emergency Management colleagues to deliver high quality Coroner and Mortuary services which meet the needs of the service.
* To lead the development and delivery of Bereavement services and Public Protection projects and services within approved budgets, and oversee research and benchmarking projects designed to support the delivery of best practice based services.
* To review monthly budget outturns/financial projections and make recommendations to the Coronial Services and Business Development Manager and other relevant Senior Managers.
* To ensure that a quarterly Inner North London consortium service digest is prepared in a timely and accurate manner, that budgets are managed and contained and that relevant summary reports are produced at the appropriate time
* To assist the Coronial Services and Business Development Manager on the management for the strategic development and delivery of the Mortuary and Coroners Service.
* To prepare and present advice, briefing information and reports, to appropriate individuals and bodies at all levels of the council's governance arrangements, and to external organisations and public meetings as required.
* To lead on, and be responsible for, progress monitoring and reporting. To ensure good practice, project change control, configuration management and quality management in accordance with the relevant governance standards.
* Develop innovative service performance management systems to contribute positively towards continuous service improvement.
* Liaise extensively with managers, corporate IT colleagues and software / system providers to oversee the continued development of Public Protection related IT and intelligence sharing systems / protocols.
* Develop and evaluate business continuity plans for Coroner’s and Mortuary service, Camden’s Excess Death Plan, Mortuary contingency planning and emergency response plans in partnership with the Coronial Services and Business Development Manager and Public protection Head of service.
* To ensure all appropriate aspects of health and safety policy are applied across Mortuary and Coroners Service
* Assist the Coronial Services and Business Development Manager in converting, visions and strategies into operational reality; via the scrutiny and evaluation of the relevant service delivery plans.
* To be an active member of Public Protection Management Team, deputising for the Coronial Services and Business Development Manager as and when required, providing the necessary support and advice.

**People Management Responsibilities:**

The post holder will provide line management to permanent and non-permanent post holders who will deliver temporary resource support to Coroner and Mortuary Services. Will manage issues including but not limited to development, performance, annual leave and sickness management.

4x Coroner’s administrative officers

1x Personal assistant to the Senior Coroner

1x Senior Anatomical Pathology technician

2x Anatomical Pathology technicians

**Relationships:**

Reports to the Coronial Services and Business Development Manager. Work with Metropolitan Police Coroner’s officers, Mortuary technicians and Coroner to ensure a coordinated service delivery and build relationships with colleagues.

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
* Inner North London Consortium leads
* Directorates and services across the Council, Public Health funerals, Registrars
* Government departments and other local authorities, especially the Greater London Authority and Department of Environment, Food and Rural Affairs, Ministry of Justice
* Islington and Camden Cemetery Services
* 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 managing sensitive intelligence and information securely.
* **Essential:** Experience or understanding of projects and write clear strategic reports and briefings
* **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 including, Coronial service, Mortuary service in order to:
* Lead on Identification and delivery of innovative improvements in service delivery.
* Prepare and write clear reports and documentation relevant to legislation.
* Ability to challenge, negotiate and influence senior managers and others when required.
* Ability to analyse business data to inform strategic decision-making and resource deployment to achieve service and Camden objectives.
* Effectively monitor and prepare reports on the effectiveness of all teams across the service.
* **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 diagnostic complex problem solving skills.
* Demonstrate your involvement in managing, organising and coordinating cross-service projects, and identify how this has led to a successful outcome.
* 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.

**Chart Structure**

Head of Public Protection and Community Safety

Coronial Service and Business Development Manager

Bereavement Team Leader

4 x Coroner’s administrative officers

Coroner’s PA

2X Anatomical Pathology technician

Senior Anatomical Pathology technician