



Royal Court of Jersey  
**Viscount's Department**

## Coroner's / Court Services Officer

---

**Department:** Viscount's Department  
**Division:** Court Services Team  
**JE Ref:** SG1004  
**Grade:** 7 **JE Date:** 26/4/2021

### Job Purpose

To assist the Court Services Manager in the smooth running primarily of the Coroner Service, but also in other aspects of the work of the Court Services Team.

### Job specific outcomes

Provide excellent administrative support for the management of coroner's cases. Under the guidance of the Court Services Manager, liaise with families, and build a working relationship with the Police Coroner's Officers, Mortuary staff, Pathologists, Official Analyst, Lawyers, Funeral Directors, Jurors, Bailiff's Office, Crown Officers, Honorary and States Police etc. and the media in relation to Inquest matters and their administration.

Advise, communicate with and provide information to witnesses, including experts. Pay special regard to the needs of bereaved family members.

Give paramount consideration to the needs of the bereaved and the families of the deceased; answer questions they may have and provide information in relation to sudden deaths and inquests.

Prepare and/or distribute reports and statements to the police, legal representatives and witnesses.

Set up inquest hearings for the Coroner and Relief Coroners; liaise with the Police Coroner's Officers and all interested parties appropriately. Attend and act as administrator to inquests, give necessary guidance to the bereaved and their representatives. Record any proceedings and arrange any transcripts that may be required.



Royal Court of Jersey  
**Viscount's Department**

Prepare court and formal reports in relation to inquests, burial and cremation orders as may be required.

Prepare and issue permits (release, transportation of bodies, etc.) on behalf of the Coroner once official (statutory and customary law) procedures are completed. Check information for accuracy and raise any queries, as appropriate, with (e.g.) UK HM Coroners' Offices, Consular authorities and Funeral Directors.

**Non-coroner and other Court Services duties**

Liaise with potential jurors for Criminal Assize Trials via phone, email and in person, in particular relating to exemption from jury service. Prepare all necessary paperwork for the trials under strict deadlines, ensuring accuracy at all times.

Prepare and quality control Court Summonses and Records of Service generated by the Enforcement Section, ensuring final documents are produced to meet the tight deadlines of Court dates/ requirements for service.

Check information received from legal firms and litigants in person in relation to the granting of certificates of exemption from payment of judicial fees for persons of limited means and prepare all necessary documents in response.

Carry out general administration duties for the department.

Perform any other duties as may be required by the Viscount/Deputy Viscount.



Royal Court of Jersey  
**Viscount's Department**

**Person Specification**

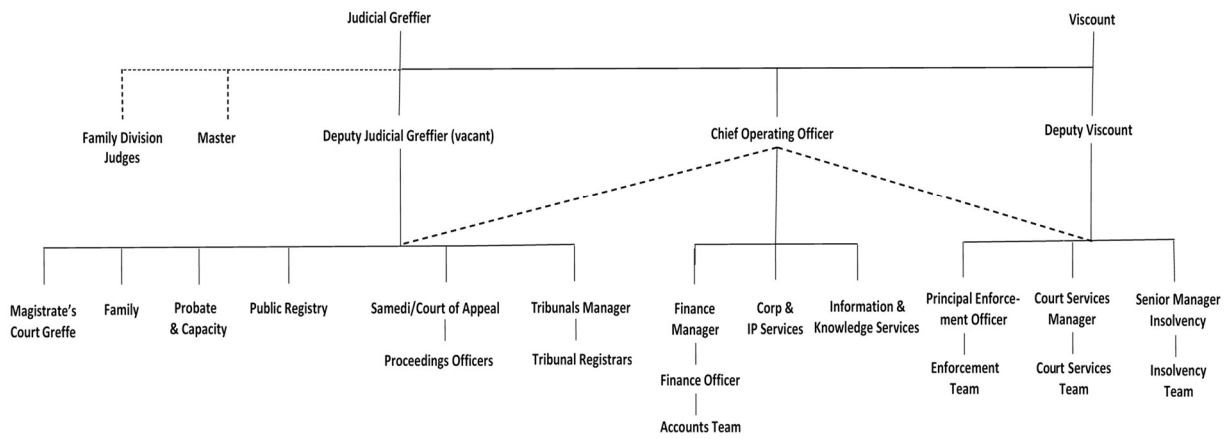
ATTRIBUTES	ESSENTIAL	DESIRABLE
<p><b>Qualifications</b>  <i>Please state the level of education and professional qualification and/ or specific occupational training required</i></p>	<p>Educated to GCSE level.            Previous experience of working in an office environment and working to deadlines/under pressure.</p>	
<p><b>Knowledge</b>  <i>This relates to the level and breadth of practical knowledge <b>required</b> to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<p>Excellent interpersonal skills, ability to communicate professionally and sensitively with people at all levels and all walks of life.</p>	<p>Understanding of the Jersey Court System.</p>
<p><b>Technical / Work-based Skills</b></p>	<p>In the absence of the Court Services Manager, be able to prioritise and plan workloads with minimal supervision.</p> <p>Excellent IT skills, including proficient use of MS Word and Excel. The ability to adapt to new IT systems</p> <p>Ability to judge a situation quickly and accurately due to the sensitive nature of the role. Respond showing maturity, flexibility and common sense in order to reach the best possible outcome.</p> <p>Ability to work unsupervised and organise daily workload is essential due to the ever-moving situations.</p> <p>Ability to communicate effectively and confidently with the bereaved, Doctors, Consultants, Pathologists, members of the Courts in Jersey, lawyers, Police, Funeral Directors, Registrars and any other service users.</p> <p>Be able/ willing to identify areas for improvement and assist with implementing change.</p>	
<p><b>General Skills/Attributes</b></p>	<p>Ability to work well in a team.</p>	



Royal Court of Jersey  
**Viscount's Department**

<p><i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment.</i></p>	<p>Strong communication skills.</p> <p>Ability to work under pressure and strict deadlines.</p> <p>Resilience to deal on a daily basis with the management of death and associated process.</p> <p>Have sensitivity and empathy and a strong disposition due to the nature of the role.</p>	
<p><b>Experience</b> <i>This is the proven record of experience and achievement in a field, profession or specialism.</i></p>	<p>Have excellent administrative skills.</p> <p>Able to use and adapt to new IT systems.</p>	<p>Experience of working in related fields of the medical/health administration, death matters or legal practice administration.</p>

**Structure Chart**



**Scope for Impact / Job Context**

This is an important role within the Viscount's Department which contributes to the smooth running of the Coroner Service and other functions within the Court Services Team.

It is vital to the Coroner that the post-holder is able to act sensitively and empathetically while ensuring professionalism when dealing with sudden and unexpected deaths.