

**Addendum to Job Role Profile – Corporate Management Support Officer**  
**Coroner's Office Administrative Role (3 days a week – Monday, Wednesday and Friday)**

The Corporate Management Support Officer role will for 3 days a week provide administrative and office support to the Isle of Wight Coroner's Service. This part of the role will provide crucial support to the coroner's office undertaking administrative and clerical tasks.

You will work alongside the team of Coroner's Officers to support the coronial process and His Majesty's Senior Coroner.

In this role you will often act as a first point of contact for the public, manage case files, and assist with inquest preparation.

**Key Responsibilities:**

Public Contact	Serving as a first point of contact for the public, handling inquiries and providing information.
Case File Management	Organising and maintaining case files, ensuring all documentation is accurate and up to date.
	Scanning and uploading important information to case files
Inquest Support	Assisting with the preparation for inquests, including scheduling, gathering evidence, and preparing documents.
Communication:	Maintaining communication with various stakeholders, including family members, medical professionals, and other agencies.
Administrative Tasks	Performing general administrative duties, such as typing, filing, and data entry. Essential Skills and Qualities:

**Skills required:**

1. **Excellent Communication:** Strong verbal and written communication skills are crucial for interacting with diverse individuals and handling sensitive information.
2. **Organisational Skills:** The ability to manage multiple tasks, prioritise effectively, and maintain accurate records.
3. **IT Skills:** Proficiency in using computer systems, software, and databases.
4. **Attention to Detail:** Accuracy and thoroughness are essential when handling confidential and sensitive information.
5. **Empathy and Sensitivity:** The ability to interact with bereaved individuals with compassion and understanding.
6. **Confidentiality:** a comprehensive understanding and proven track record of working successfully in confidential environments where information security, data protection and confidentiality were of great importance.