Job Role Profile

Role Title	Deputy Mortuary Manager
Directorate / Business Hub	Governance and Finance
Salary Scale	Pending evaluation
Position Number	50103289
Date Prepared	12th June 2025

Purpose

To assist the Mortuary Manager in the efficient, effective, and compassionate operation of the East London Forensic Centre, ensuring compliance with all relevant legislation, guidance, and Standard Operating Procedures (SOPs). The Deputy Mortuary Manager will undertake the full range of mortuary technician duties, support staff training and development, and deputise for the Mortuary Manager as required.

To assist in the day-to-day running of the mortuary service in accordance with the Human Tissue Act, 2004.

To maintain consistency with the Council's quality and equality perspectives.

Generic Accountabilities	End Results/ Outcomes
Ensure all mortuary activities comply with relevant legislation (e.g. Human Tissue Act), HTA Codes of Practice, and Council/NHS policies	Service is legally compliant, meets inspection standards, and upholds best practice.
Ensure robust communication, documentation, and record keeping for all PMCT scans and post-mortem examinations, in line with legal, clinical, and HTA standards; adhere to and promote health and safety, infection control, COSHH, and risk assessment requirements throughout all mortuary activities.	Minimised risk to staff and stakeholders; full compliance with HTA, COSHH, and health and safety legislation; safe and efficient mortuary operation.
Maintain robust, accurate, and confidential records for traceability of bodies, specimens, and activities	Full compliance with HTA and Council/NHS audit requirements; accurate and accessible information for all cases.
Undertake and supervise all aspects of mortuary work, including post-mortems, admissions, storage, and release of bodies.	Dignity and respect for the deceased; timely and compassionate service for stakeholders.
Liaise effectively with mortuary staff and colleagues on day-to-day mortuary-related operational duties, including workflow coordination, case management, and resource allocation within the mortuary.	Smooth workflow, effective communication, and coordinated case management.
Supervise, mentor, and train mortuary staff and trainees; lead and participate in staff development, conduct and present regular audits (including compliance, data, and service delivery audits), contribute to inspections,	A competent, well-trained team; continuous improvement in service quality and compliance; robust audit trails and evidence for inspections; policies and procedures are current and effective;

policy reviews, and the implementation of service improvements and new procedures.	service meets and exceeds regulatory and performance standards.
Participation in a rotating on-call rota – ensuring availability 24/7 whilst on call for urgent enquiries, monitoring urgent e-mails, receiving urgent calls from families/stakeholders/funeral directors/coroner's officers, attendance to site for urgent matters such as equipment failures, facilitation of urgent viewings, PMCT scans and releases, organisation of time sensitive special post-mortem examinations.	Service continuity and resilience maintained at all times, including during emergencies and high-demand periods.
Maintain and audit equipment, facilities, and consumables, reporting faults and supporting procurement	Facilities and equipment are operational, safe, and well-maintained; faults are reported and resolved promptly.
Use IT and information management systems to support service delivery, data entry, and compliance	Accurate, timely, and confidential records for all mortuary activities and traceability of bodies and specimens.
Provide advice and support to service users and stakeholders, including bereaved families, with sensitivity and respect	Compassionate, professional support for all users; complex issues are managed or escalated appropriately.
Promote equality, diversity, and inclusion in all aspects of service delivery	Service is accessible, fair, and sensitive to all users, regardless of background or belief.
Effectively prioritise and manage multiple, often conflicting, operational and administrative tasks in a busy mortuary environment, making informed decisions to ensure urgent matters (such as post-mortem examinations, PMCT scans, viewings, equipment failures, and stakeholder enquiries) are addressed promptly while maintaining ongoing service delivery and compliance responsibilities.	Service delivery remains efficient and uninterrupted; compliance, dignity, and quality standards are upheld even during periods of high demand or competing pressures.
Lead in the maintenance and management of systems, workflows, policies, and procedures within the mortuary, such as standard operating procedures, risk assessments, and audits.	Staff follow up-to-date procedures, supporting safe, efficient, and high-quality service delivery
Participate in training and maintain professional competence and CPD	Up-to-date skills and knowledge; compliance with professional standards and personal development goals.
Understand the importance of effective communication, communicate clearly and professionally with other team members, and carry out own role as part of a team.	Team members are well-informed, collaborative, and able to deliver coordinated, safe, and effective mortuary services
To manage or escalate complex customer/stakeholder issues if required.	Complex or sensitive issues are resolved promptly

Liaise confidently, empathetically, and sensitively with the bereaved, including referring to additional sources of help and guidance if necessary.	The bereaved receive compassionate, respectful, and professional support
Comply with all mortuary processes, including Standard Operating Procedures and control measures identified in Risk Assessments.	All activities are performed safely, legally, and in accordance with best practice;
Job Specific Accountabilities: (These accountabilities are likely to be service specific linked to the role)	*Job Specific Accountabilities: (These accountabilities are likely to be service specific linked to the role)*
Maintain up-to-date knowledge of current legislation and guidance (e.g. Human Tissue Act 2004, Coroners and Justice Act 2009, HTA Codes of Practice) relevant to mortuary operations, and monitor developments in related areas.	Mortuary service remains legally compliant and adapts promptly to regulatory and best practice changes
Ensure compliance with mortuary licensing conditions under the Human Tissue Act 2004 and ensure all staff and visitors adhere to these conditions and Standard Operating Procedures.	The mortuary operates safely, ethically, and all activities are traceable and auditable
Oversee and participate in the day-to-day running of mortuary facilities, including cleaning, disinfection, admission and condition checks of the deceased, and safe handling and auditing of personal effects.	The mortuary environment is safe, clean, and well-maintained
Ensure proper arrangements for the supervised release of the deceased and the transfer/release of tissues or samples, in accordance with legislation and SOPs.	Deceased persons and samples are released safely, respectfully, and in line with legal and ethical requirements
Oversee and support mortuary logistics, including the organisation and documentation of transfers for post-mortem and PMCT, and liaison with external agencies.	Transfers are managed efficiently and securely; all movements are fully documented and traceable
Maintain accurate traceability of samples and deceased persons in accordance with the Human Tissue Act 2004 and Police and Criminal Evidence Act 1984.	Full compliance with legal frameworks for traceability
Schedule and prepare for post-mortem examinations (routine and forensic), manage stock and consumables, and ensure all equipment and areas are ready for use and cleaned after procedures.	Post-mortem operations run smoothly and efficiently; equipment and consumables are available and functional
Prepare deceased persons for post-mortem examination and viewings, including risk	Deceased persons are prepared safely and respectfully

assessments, identification checks, manual handling, and reconstruction as required.	
Accurately label and maintain records of tissue samples taken during post-mortem examinations in accordance with Standard Operating Procedures (SOPs) and Human Tissue Authority (HTA) Codes of Practice.	All tissue samples are fully traceable, securely stored, and correctly identified using multiple unique identifiers
Assist pathologists and radiographers with external and internal examinations, PMCT scans, and specialist sampling as required.	Pathologists and radiographers are supported effectively
Regularly update the mortuary database with all relevant data (e.g. post-mortem dates, samples, cause of death, disposal wishes) and ensure accurate record-keeping for tissue samples and personal effects.	Records are accurate, accessible, and compliant with HTA and Council requirements
Oversee ordering, receipt, and storage of mortuary consumables and conduct regular inventory checks.	Consumables are always available and in-date; stock levels are maintained efficiently.
Inspect mortuary premises, facilities, and equipment, identify maintenance needs, and report issues for prompt repair.	Facilities and equipment are safe, functional, and compliant.

Nature of Contacts
Deal with people at all levels confidently, sensitively, and diplomatically.
Will require partnership working with external and internal partners.

Procedural Context
- Works under the direction of the Mortuary Manager, deputising as required.
- Operates within strict legal, ethical, and procedural frameworks (HTA, Council, health and safety).
- Participates in the out-of-hours and on-call rota.
- Handles highly sensitive information and distressing situations with professionalism and discretion.

Key Facts and Figures
- Responsible for supporting the management of a mortuary serving multiple boroughs and agencies.
- Oversees and assist with storage and release of deceased persons.
- Assist the manager in supervising a team of mortuary staff, trainees, and agency workers.
- Participates in delivery of routine/PMCT and forensic post-mortems.

Job Role Profile

Resourcing:
Reports to: Mortuary Manager
Supervise: Deputising as Mortuary Manager, APTs, Trainee APTs, Mortuary Assistant and Locums.
Budget: No direct budget responsibility but must monitor use of resources and report issues.
Equipment: Responsible for ensuring maintenance and operational readiness of all mortuary equipment and facilities.

Competency Level
- Advanced practitioner: Able to work independently, supervise others, and deputise for the manager.
- Demonstrates high levels of technical, operational, and interpersonal competence.

Knowledge, Skills and Experience

Knowledge
K1: Industry standards, regulations and legislation relating to mortuary procedures and governance
K2: Organisational policies, protocols and standard operating procedures, systems and applications
K3: The importance of infection control and how to prevent and control the spread of infection within the workplace
K4: The risks and control of chemical exposure
K5: Risk assessments and the employee's responsibilities in line with organisational standards
K6: The limits of own responsibilities
K7: The equipment available to support and mitigate risks, how and when to utilise the equipment and how to report faults
K8: The importance of always treating each deceased with dignity and respect
K9: The importance of continuous professional development and how to research opportunities for development
K10: Methods of communication
K11: The importance of how to complete and process all relevant paperwork

Skills
S1: Follow safe operating procedures to monitor and maintain the safety and hygienic condition of equipment and mortuary
S2: Organise the repair and replacement of faulty/damaged equipment if necessary
S3: Carry out stock rotation, control and replenishment in line with organisational systems and procedures
S4: Order supplies as required within limits of authority
S5: Complete on-going assessments, acting on and communicating any issues arising
S6: Complete necessary risk assessments on equipment and environment as required in line with organisational procedures
S7: Prioritise workload to meet business and client demands
S8: Demonstrate the use of communication methods, tools and skills, adapting technique and style to suit the individual
S9: Carry out cleaning schedule in line with organisational requirements, reporting any issues to the appropriate person
S10: Apply manual handling and safe working practices in the completion of duties

S11: Identify areas for self-development and maintain continuous professional development
S12: Demonstrate and share best practice with the team

Behaviours
B1: Treat colleagues and the deceased with respect and dignity
B2: Maintain professionalism at all times
B3: Be considerate of the diverse needs of individuals
B4: Demonstrate attention to detail
B5: Demonstrate empathy and sensitivity
B6: Be adaptable and flexible to situations as they arise

Essential and Desirable Criteria

2-3 years' experience in a public/NHS mortuary at APT/Senior APT/Deputy level (E)
Experience of routine and forensic post-mortem procedures (E)
Experience supervising or mentoring staff   (E)
Excellent communication and IT skills   (E)
Knowledge of HTA and health & safety regulations (E)
Experience of working with bereaved families (E)
Experience with policy/procedure development (D)
Commitment to equity, diversity, and inclusion (E)

Grade/Scale Essential Qualifications & Competencies
- Level 3 Diploma in Anatomical Pathology Technology and at least 2-3 years of post-qualification experience
- Able to supervise and train APTs, trainees and mortuary assistants
- Deputise for manager when required
- Satisfactory performance of complex tasks/activities at an advanced level
- contributes to service development and compliance.
- Any other duties that is assigned by the manager.