Staffordshire Police - Role Profile

Forensic Quality Services Manager

Grade/Rank:	Grade H
Directorate:	Investigations
Reports to:	Head of Forensics
Direct Reports:	Digital Forensics Configuration Coordinator, Forensic Quality Services Officer and Forensic Quality Services Assistant

Role Purpose

Forensic science is used to support the investigation of crime. It can be used to provide evidence to support or refute an allegation, a version of events, and a person's involvement in an offence. The Forensics Department is committed to providing quality, objective, timely and effective forensic services to inform investigations, identify offenders, safeguard victims and witnesses, and streamline justice through good and early case management. This is achieved by:

- Designing and delivering effective forensic strategies for each and every case that we are involved in
- Delivering all forensic examinations using recognised, validated and robust techniques
- Maintaining qualifications and competence to deliver techniques
- Maintaining and following documented procedures that reflect best and validated practice
- Being committed to and complying with the ISO/IEC 17025, 17020 and the Forensic Science Regulators Codes of Practice and Conduct

The primary purpose of this role is to lead the forensics department and other relevant work areas within the organisation approach to the requirements of Forensic Science Regulator (FSR). Acting as the Quality Manager, this role will lead on the implementation and maintenance of forensic quality standards and the FSR's Codes of Practice and Conduct across the organisation. Working closely with Senior Management and Technical Managers, this role will create strategic plans for training and competency; performance monitoring at team and work area level; information assurance; disclosure; and business continuity.

Key Tasks and Responsibilities:

- Lead on the implementation and maintenance of ISO 17020 and ISO 17025 forensic quality standards together with the FSR's Codes of Practice and Conduct across the relevant areas of the organisation
- Act as the Quality Manager for forensics; being the owner of the Quality Manual and Quality Management System
- Work closely with Senior Management and Technical Managers to:
  - Create and agree a quality standards road map ensuring compliance with the FSR expectations; holding teams accountable for delivery of the plan
  - Creating and maintaining departmental training plans; working with Learning & Development
  - Develop and maintain a performance monitoring framework for work areas and teams; working closely with the Knowledge Hub and the national Forensic Capability Network (FCN)
  - Develop configuration authority network for digital forensic systems and processes
- Form good working relationships with regional and national quality management groups; UKAS; the FSR office, the FCN
- Deputise for the Senior Management Team in times of absence
- Managing forensics compliance with regulations and guidance on information assurance, disclosure and business continuity
- Budgetary responsibility for the costs of quality standards
- Undertake peer review and audits to support continuous improvement

And to be accountable for: (ie responsibilities held by others but measured and owned by this role)

Compliance with FSR Codes of Practice and Conduct
Compliance with forensic Quality Standards
Quality Standards budget

Behaviours

The Behavioural Competency Framework (BCF) has six competencies that are clustered into three groups. Under each competency are six levels that show what behaviours will look like in practice.

This role should be operating at the following levels:

Resolute, compassionate and committed

We are emotionally aware	3	Valuing Diversity	3
		Managing Sensitivities/Political Savvy	3
We take ownership	3	Customer Service	3
		Maintaining Accuracy/Sustainable Working	3

Inclusive, enabling and visionary leadership

We are collaborative	4	Partner Working	4
		Managing Complexity/Strategic Planning	4
	4	Leadership	4

We deliver, support and inspire		Supporting Colleagues/Coaching & Mentoring	4
Intelligent, creative and informed policing			
We analyse critically	3	Problem Solving	3
		Situational Judgement	3
We are innovative and open-minded	3	Continuous Improvement	3
		Futurology	3

Education, Qualifications and Experience

Essential:	Desirable:
Previous experience of implementing and maintaining forensic quality standards	Previous experience of supervision in a Forensics environment

Skills Matrix (See Skills Matrix)

Essential:	Desirable
Evidence through previous experience the ability to actively encourage and support the development of leadership, motivating your line managers and team to achieve goals. Providing guidance and feedback whilst also recognising and rewarding performance. Demonstrate the ability to work calmly and accurately under pressure, displaying attention to detail, thoroughness in approach and concentration for long periods of time. Have experience of working to deadlines and delivering results through effective planning and organising of work by the ability to prioritise own time and workload, working methodically accurately and under pressure with minimal supervision Have excellent communication skills demonstrating the ability to communicate clearly and concisely with a diverse range of people ensuring their needs are identified and met within resources constraints and in writing presenting information which is clear, logical and focused.	

Can demonstrate motivation, commitment and perseverance to overcome obstacles in order achieve goals and results and takes personal responsibility for own actions and for sorting out issues or problems that arise.				
Leadership Passport Level			2nd Line Mngrs	
			3	

* Indicates that training will be provided as part of the role in this skill

CPD Requirements

Maintain a working knowledge and understanding of:
- Application of ISO 17020 and 17025 quality standards to forensic disciplines
- The FSR's Codes of Practice & Conduct
- Legislation on information assurance
- Guidance on disclosure

Professional Registration/Licences

Special Conditions

Own car for business use	Yes
Higher level vetting required	No
Requirement to wear Uniform	No
Requirement for post entry training	No
Hours	37 hours per week Monday – Friday flexi
Weekend working expected	No
Elimination Samples	A requirement to provide Fingerprint and DNA elimination samples that will be held on relevant secure databases managed and maintained in line with Home Office Policy, National Policing Guidance and force policy
Welfare	The post holder will work within an environment where they may be exposed to distressing scenes or material. Welfare support networks are in place within the team and Mandatory Welfare Support is provided for all staff who undertake this role
Shift allowance	No
Fixed term or temporary role	No
Politically Restricted	No

On call/standby rota	No				
Flexitime Role	Yes				
Notice Period			3 months		

Agile Profile (See Agile Matrix)					
Desk	Confidentiality	Systems & Email	Telephony	Paper	Hours
5	5	5	5	5	5