Staffordshire Police - Role Profile

Digital Forensics Coordinator (Service Delivery)

Grade/Rank:	Grade G
Directorate:	Investigations
Reports to:	Principal Digital Forensics Officer
Direct Reports:	Digital Forensics Examiners, Digital Forensic Investigators and Digital Forensics Technicians

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 coordinate the HQ Digital Forensics service delivery through the day to day management of work requests in line with SLAs and compliance to ISO Quality Standards. This is achieved by providing guidance, support and development to Digital Forensic staff together with developing and delivering Forensic strategies to support Senior Investigating Officers to accomplish Force priorities.

Key Tasks and Responsibilities:

- Comply with the Forensic Science Regulator's Code of Conduct. Meet and maintain legislative and quality standards requirements as set by both National guidance and the Forensic Science Regulator. This includes competence assessments, peer reviews, audits and PT to deliver a culture of continuous improvement.
- Prepare appropriate strategic forensic approaches to investigations, managing and maximising the effectiveness of staff and available resources, giving support to Digital Forensic staff and providing an advisory service to Investigating Officers for digital evidence recovery matters.
- Effectively manage the delivery of Digital Forensics requirements to service level agreements for digital devices, CCTV and Imaging and Audio, including order book management and allocation of cases to Digital Forensics Specialists, Investigators and Technicians.
- Monitor and manage individual performance and utilise KPIs for provision of reports and data whilst balancing staff caseloads.
- Act as a Force forensic technical advisor for the examination of digital devices. Provide guidance and advice to Staffordshire Police for its response to developing technology, the use of technology for criminality and methods to combat digitally enabled crime.
- Support the welfare needs of Forensic staff in their roles and ensure safe working practices are followed. Ensure effective welfare referral and mandatory support compliance is consistently maintained.
- Supervision and continued professional development of Digital Forensics staff, through mentoring and coaching, including reward and recognition whilst maintaining competence in their roles and delivering service improvement.
- Ensuring forensic examinations of digital devices and their periphery items are lawful, relevant, forensically correct, completed promptly and reports are prepared to a standard acceptable for court use.
- Provide factual reports, Streamlined Forensic Reports (SFR) and statements for the criminal justice system. Provide evidence in court.
- Working with partners, giving advice, presentations and training to increase the awareness of Digital Forensic capabilities improving the use of forensic science.
- Support the use of digital enhancement techniques and Electronic Presentation of Evidence (EPE) to develop the presentation of Forensic findings to Investigators and the CJS.
- Ensure archived records of the Digital Services are kept in accordance with Sentencing Guidelines and Staffordshire Police Policy.
- Ensure maintenance of Forensic assets and environment, including reviewing and ordering general equipment, hardware and software.
- Deputising for Principal Digital Forensics Officer when required. Support other Digital Forensics Coordinators work areas during periods of abstraction.

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

- Complying with the Forensic Science Regulator's Codes of Conduct.
- Ensuring the effective prioritisation of work for available and competent staff.
- Raising and accurately recording non-conformances and other associated actions.
- Manage individual staff performance.
- Staff welfare.
- Up to date policy and procedures.
- Ensuring forensic facilities are secured from unauthorised access.

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	3	Partner Working	3
		Managing Complexity/Strategic Planning	3
We deliver, support and inspire	3	(self) Leadership	3
		Supporting Colleagues/Coaching & Mentoring	3

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:
• A degree level of education or relevant work experience. • In-depth knowledge and understanding of digital technology, operating systems and software. • Examination of digital devices e.g. Computers and mobile phones. • Comprehensive understanding of ISO quality standards and the	• Previous line management experience.

Forensic Science Regulator's Codes of Practice and Conduct. • An understanding of the ACPO Good practice Guide for Computer based electronic evidence, especially it's four principles.	

Skills Matrix (See Skills Matrix)	
Essential:	**Desirable**
Previous experience in a related scientific or digital / technological discipline. Have experience of working to multiple deadlines and delivering results through effective planning and organising, demonstrating the ability to prioritise own time and workload. Capability to consider issues and options and make informed decisions based on scientific advice and sound principles. Effective communication and inter-personal skills when interacting with stakeholders and customers both internal and external. Self-starter with determination, drive and ability to overcome obstacles in order to achieve goals and maintain effective performance whilst demonstrating a high level of personal responsibility. Ability to work as part of and leading a team and can evidence the ability to motivate, develop and guide the performance of others, whilst holding them accountable to organisational policies and objectives utilising a performance development process. Ability to deal with sensitive, distressing and confidential material in a professional and objective manner. Have experience of Windows based applications including Microsoft Office packages with effective keyboard skills and can demonstrate the ability to learn and utilise new packages.	Be a subject matter expert technical advisor in one or more of the method areas defined by the Forensic Science Regulator. Previous experience of working with confidential and/or sensitive information and can demonstrate an awareness of the Data Protection Act and its implications.

Leadership Passport Level		1st Line Managers		
		2		

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

CPD Requirements

Maintain a working knowledge and understanding of

- Quality Standards, relevant legislation and criminal justice requirements.
- Digital Forensic tool capabilities, innovation, development and research.
- National programme initiatives, such as Digital Intelligence and Investigation and Transforming Forensics.
- Force HR policies and procedures.

Professional Registration/Licences

Special Conditions

Own car for business use	Yes
Higher level vetting required	No
Requirement to wear Uniform	Optional
Requirement for post entry training	Yes and ongoing competency
Hours	37 hours per week Mon – Fri although there may be occasions to work outside the standard office hours 08:00 – 16:30
Weekend working expected	May be occasions when there is an operational need to work weekends. Appropriate remuneration will be paid.
Welfare	The post holder may on occasions work within an environment where they may be exposed to distressing scenes or material, including child indecency. Welfare support networks are in place within the team and Force where required, including mandatory support.
Shift allowance	No
Fixed term or temporary role	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
On call/standby rota	Currently under review
Flexitime Role	Yes
Notice Period	3 months

Agile Profile (See Agile Matrix)						
Base	Desk	Confidentiality	Systems & Email	Telephony	Paper	Hours
1	3	5	1	4	2	3