

Job Title: HTCUC Supervisor	
Job Evaluation Number	B755

## JOB DESCRIPTION

<b>Job Title:</b> HTCUC Supervisor	<b>Location:</b> HTCUC, Langford Locks
<b>Job Family:</b> Operational Support	<b>Role Profile Title:</b> BB4 Police Staff
<b>Reports To:</b> Imaging Services Manager	<b>Band level:</b> 4I
<b>Staff Responsibilities (direct line management of):</b> Digital Evidence Technicians, Digital Evidence Investigators and Forensic Administrator	

a. **OVERALL PURPOSE OF THE ROLE:** Defines the role, put simply, why it exists.

**The overall purpose of the role is to:** Manage a team of specialists in the functions of eForensics (HTC); ensuring an efficient, timely and high quality service and optimising the available technologies.

For the Technical Supervisor role, act as Technical Focal point for ISO17025 Quality Standards, Delivering training and mentoring along with establishing and measuring the technical competency of all technical staff.

b. **KEY ACCOUNTABILITY AREAS:** Define the important aspect of the role for which the job holder is responsible for results or outcomes.

**The key result areas in the role are as follows:**

1. Ensure that overall investigation strategies are formulated and implemented for all submissions and the exhibits contained within it throughout the involvement with the HTCUC. Typically this requires fast time responses to high demands and complex circumstances, so mature negotiation skills are essential.

2. Develop, guide and motivate individuals, enhancing performance via the PDR and service improvement; maintain daily contact with team members and oversee any activity and commitments; manage duties and physical resources to meet these varying demands.

3. Manage and implement the devolved budget and inventory of equipment (including purchasing) to ensure best value of materials and equipment purchased within financial constraints.

4. Design and deliver Forcewide bespoke training and guidance to allow users to enhance their skills and knowledge to maximise evidence recovery and the use and understanding of eForensic technology. This may be instigated via formal training provision or ad hoc requirements where knowledge gaps have been identified.

5. Lead on the research of new technology and assess suitability to develop and enhance the service provision and recommend the introduction of new techniques and technologies. This can at times concern users and units outside of the FIU structure and advice and guidance provided may be applicable force wide and will require liaison with other Forces and a range of suppliers.

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6. Implement and maintain the ISO quality management system to provide a high standard of service by applying approved, standard operating procedures, review of customer feedback and continued staff development. Review and promote the service provision to ensure continued service improvements to meet or exceed customer expectations.

The Technical Supervisor role will act as the Technical Focal Point \* to ensure the unit is achieving the required level of competency for accreditation.

7. Manage and administer the use of ACESO Mobile device download technology for all of TVP and contribute to the formation of policy and procedure.

Additional comments: The above list of accountabilities will vary in terms of focus depending on the Supervisor role in question (Operational/Technical)

\*To achieve status as Technical focal point the Technical Supervisor will be required to demonstrate full competency in the role of Digital Forensic Investigator and maintain this competency.

c. **DIMENSIONS:** Include matters as key result areas that make the greatest demands on the role holder, seasonal pressures, items processed, the number of customers and/or level of authority to make financial decisions or commit other resources

#### **Further Comments:**

HTCU "Operational" Supervisor is predominately responsible for the day to day management of the unit ensuring the operational and strategic requirements of the unit are met.

HTCU "Technical" Supervisor is predominately responsible for the Technical management of ISO17025 Quality Standards, acting as the units Technical Focal Point. Delivering training and mentoring as well as measuring the technical competency of all technical staff.

However, while both roles have their individual focuses, it is the responsibility of both roles to work together to ensure all of the above Key Accountability measures are achieved.

Extremely high work load that requires ability to effectively manage own time whilst still meeting deadlines. Due to nature of demands on the department the vast majority of work is related to very serious crime and is required to be completed urgently.

Specialist unit and only source of advice for customers/OIC's dealing with eForensics evidence.

The role holder is responsible for managing a significant part of any on-going investigation and need to be aware of how this interlinks with the bigger criminal justice picture, e.g. serious crime investigations are often on hold pending results from the HTCUC or other investigative measures an OIC needs to take prior to a HTCUC submission being made.

Success in this role requires a balance of supervisory skills at a high level to include technical understanding, practical, communication and leadership skills.

Direct line management for the Technical HTCUC supervisor includes the Digital Forensic Technicians

Direct line management responsibilities for the Operational HTCUC supervisor includes the Digital Forensic Investigators and Forensic Administrator  
(support for all team is to be maintained during periods of abstraction)

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#### d. CHARACTERISTICS OF THE ROLE

**Expertise:** Concerned with the level of administrative, professional and/or technical expertise (knowledge and skills) needed to perform the role effectively; may be acquired through experience, specialised training, and/or professional or specialist education and training.

<i>The knowledge or skills required in the role are as follows:</i>	<i>E/D</i>
1. Good standard of education including excellent numeracy, literacy and analytical skills, ability to construct concise reports and other documentation. Proven and recent practical experience in the supervision of an eForensic/Forensic environment. Demonstrable knowledge of technology and workflows with proven participation in continued professional development.	E
2. Experience of coaching and developing others with proven ability to lead and motivate a team to achieve objectives.	E
3. Ability to work with minimal management, displaying confidence, conscientiousness and methodical approach when handling day to day decisions on prioritisation of jobs. Ability to work well within a team and as an individual, work under pressure and manage high workload.	E
4. Proven ability to communicate competently on a number of levels and in difficult circumstances, by e-mail, face to face in (strategy) meetings, briefings and training sessions. Experience of negotiating and persuading.	E
5. Proven ability of planning and directing resources and workloads, often under consideration of changing priorities.	E
7. Previous experience of IT dominated environments, displaying an aptitude in and interest in this technology.	E
8. Willingness to learn and keep up to date with relevant legislation and guidance, i.e. Association of Chief Police Officers (ACPO) guidelines for computer based evidence and other related guidance and legislation (RIPA, Computer Misuse Act, Data Protection etc	E
9. Must have capability to travel to different locations across the Force and undertake all assignments in a timely manner; being available to work some evenings and weekends, where required. Due to the requirement to work flexibly, unsocial hours and personal safety for lone working; public transport may not be available or suitable at these times. For this reason a full UK driving licence is considered.*	E
10. <b>For the role of Technical Supervisor</b> , proven and documented experience in the full role of Digital Forensic Investigator is essential along with evidence of managing the digital part of on-going investigations and how this interlinks with the bigger criminal justice picture.	E
11. <b>For the role of Technical Supervisor</b> , successful completion of the National Foundation Qualification in Computer Forensics (or equivalent degree) or substantial industry related experience.	E
12. Experience of exhibit handling procedures.	D
<b>Additional Comments:</b> *At interview, candidates will be asked to confirm their willingness to undertake this Basic Driving Assessment, which in turn will enable the use of a police authorised vehicle.	