

## JOB DESCRIPTION

|   |   |
|---|---|
| <b>Job Title:</b> Forensic Laboratory Services Manager  |   |
| <b>Job Family:</b> Technical Support  | <b>Role Profile Title:</b> BB4 Police Staff |
| <b>Reports To:</b> Head of Forensic Portfolio   | <b>Band level:</b> 4J                       |
| <b>Staff Responsibilities (direct line management of):</b> Fingerprint Laboratory Supervisor, Forensic Scientists |   |

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

**The overall purpose of the role is to:** Direct and manage operational performance for internal TVP accredited physical forensic laboratory services. This will include Fingerprint Development, Footwear and Toolmarks, Forensic Biology and Drug analysis services. Ensuring effective service delivery to a wide range of customers, including Forensic Investigation Unit staff, Officers, and external partners. Ensuring the forensic accreditation framework achieves and maintains compliance and continual improvement to meet the requirements of all relevant Standards and regulations, enabling the workforce to be flexible and adaptable to changing demands.

b. **KEY ACCOUNTABILITY AREAS:** Define the important aspects 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. Accountable for the overall operational service delivery and performance of the internal TVP physical forensic laboratories. Manage all aspects of Team performance, which will be reported to the FIU Senior Leadership Team, and other senior stakeholders.
2. Perform the role of Technical Manager for accredited units and be responsible for compliance with relevant International Standards (e.g., ISO17025 and ISO17020), the Forensic Science Regulator's Codes of Practice, and the FIU Quality Management System, for TVP. This will include co-ordinating the investigation of Quality reports and incidents, ensuring robust investigation, extent and root cause analysis is carried out, identifying appropriate corrective and preventive actions. Carrying out quality investigations where appropriate.
3. Ensure that validation for all accredited and unaccredited methods is regularly reviewed and kept up to date and that appropriate research and development for future methods is supported wherever it is appropriate.
4. Responsible for the co-ordination of the Unit performance in support of the implementation of the Force Strategic Plan, FIU Service Improvement Group, and Quality Objectives. Working with the Performance and Data Officer to provide performance data and presentations to Senior Managers.
5. Responsible for the management, recruitment, development, and welfare of all staff within the teams.
6. Supporting all elements of business delivery and manage cross FIU dependencies, networking across enabling Units to ensure co-ordinated delivery of forensic services.
7. Undertake ongoing horizon scanning activity to develop and maintain awareness of relevant legislation, best practice, market, and National strategic developments, in particular in direct areas of responsibility, to deliver up-to-date advice and services and maintain policy, guidance, protocols, and procedures directly impacting upon forensics. Manage risk and compliance with legislative requirements e.g., Health and Safety, Data Protection, Freedom of Information and Equalities Acts.

8. Subject matter expert and point of contact for specialist technical advice, to key stakeholders (both internal and external, to ensure the best use of forensic science within the criminal justice system.).

9. Working with AMT colleagues, manage the maintenance of knowledge and guidance documents for staff to access to support the development of appropriate levels of knowledge, awareness and behaviours of forensic matters throughout the organisation.

c. **DIMENSIONS:** Include matters such 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:**

The role has operational oversight and assists the Quality and Performance Manager in relation to the implementation and maintenance of forensic accreditation and regulation. The risk of not achieving and maintaining accreditation is that TVP risk entering questionable evidence into the criminal justice system which may be deemed inadmissible or sanctions being imposed by the Forensic Regulator for TVP to cease providing forensic services.

The role holder will have budgetary responsibility for consumables and equipment and will be expected to consider costs when delivering their responsibility and seeking authorisation for funds, e.g., costs for training courses or accreditation activities.

The role will have significant demands day to day, particularly during UKAS (United Kingdom Accreditation Service) assessment visits. These visits involve intense scrutiny of Quality Systems across all areas and require detailed knowledge of those systems. The role is key in providing operational support during these visits ensuring Units are prepared, and resources available.

**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.

| <b><i>The knowledge or skills required in the role are as follows (essential or desirable):</i></b>  | <b><i>E/D</i></b> |
|--|-------------------|
| 1. Considerable operational experience covering a broad range of forensic science laboratory disciplines to ISO standards ISO17025/ISO17020. To have undertaken Lead Auditor training provided by an IRCA/CQI approved training provider, or willingness to gain whilst in role. | E                 |
| 2. Significant, previous supervisory experience in a relevant discipline. Must demonstrate an ability to manage teams across different disciplines and maintain the overall quality of service delivery.   | E                 |
| 3. Experience of business performance management. Ability to use, analyse, and interpret complex data in order to support decision making. Proven track record of delivering results in a timely manner.   | E                 |
| 4. Demonstrate an ability to lead and support the implementation and maintenance of quality standards showing a strong commitment to them. This will include implementing and maintaining ISO17020, ISO17025, and the Forensic Regulator's Codes.                                | E                 |
| 5. Competent in the use of a range of IT (Information Technology) systems, with extensive experience of using MS Office applications (Word/Excel/ Power point). Ability to learn further applications and pieces of software when required.                                      | E                 |

|  |   |
|--|---|
| 6. Must possess excellent communication and interpersonal skills. Will have both good organisational and analytical skills. Ability to manage and deliver complex projects and have the capability to produce detailed technical reports.  | E |
| 7. Able to recognise sensitive information and maintain discretion and confidentiality. Ability to work on their own initiative and independently as well as part of a team.   | E |
| 8. Ability to travel across Thames Valley/South East Region when required. Working hours and level of flexibility are specific to each role and will be discussed at interview.  | E |
| 9. Significant forensic awareness across a broad range of forensic disciplines and an understanding of their interconnectivity.  | E |
| <b>Additional Comments:</b><br>Role holders will be required to provide fingerprints and DNA for elimination purposes in order to perform the position offered. DNA will be profiled and held on the Contamination Elimination Database (CED) and will be removed 12 months after termination of service. Fingerprints will be held on the Fingerprint Police Elimination Database PEDb and are removed at the termination of service. |   |