

Job Title: Quality & Performance Officer	
Job Evaluation Number	C022

## JOB DESCRIPTION

<b>Job Title:</b> Quality & Performance Officer	<b>Location:</b> Forensic Investigation Unit, HQ South or Close to J12 of M4
<b>Job Family:</b> Technical Support	<b>Role Profile Title:</b> BB3 Police Staff
<b>Reports To:</b> FIU Quality & Performance Manager or Programme Manager	<b>Band level:</b> 3G
<b>Staff Responsibilities (direct line management of):</b> Nil	

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

**The overall purpose of the role is to:** support the Quality & Performance Manager/Programme Manager in the delivery of Quality Standards, Performance, and Training services across the FIU/CTPSE/SEROCU.

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. Support the implementation of Quality Standards (for example ISO17020, ISO17025 and ISO9001) across all departments within the FIU/CTPSE/SEROCU and in line with national Forensic Regulation and seek improvements to service delivery where possible.
2. As directed, maintain, audit and review procedures within accredited Units to ensure compliance with the certification / accreditation Standards, acting on and resolving any non-conformances.
3. Support the TVP FIU Quality & Performance Manager in ensuring that the Forensic policies and procedures reflect current working practices and meet all regulatory and legislative requirements.
4. Undertake routine dip sampling, reviews, audits and inspections as and when directed by the Quality & Performance Manager and report the results accordingly.
5. Utilize measures (data extraction/analysis) to understand the performance of the Forensic Investigation Unit/CTPSE/SEROCU and Quality Systems, to work with peers and managers to identify learning and improvement opportunities.
6. Prepare and deliver training inputs in all matters relating to Quality Standards.

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:**

Working to tightly defined deadlines including the Forensic Science Regulators Statement of Requirements, TVP FIU/CTPSE/SEROCU Performance Group requirements, and preparation and response to UKAS visits.

The role has the freedom to act independently within the tactical areas of responsibility, ensuring the Quality and Performance Manager is kept fully briefed in order to ensure the overall strategic position is maintained.

Liaise directly with TVP FIU Staff, CTPSE/SEROCU Forensic and Digital leads and other stakeholders on all matters relating to the planning, implementation and maintenance of accreditation and performance within the allocated areas of responsibility.

To act as Deputy Quality Manager to cover periods of annual leave and other abstractions.

#### 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. Good standard of education with excellent literacy and numeracy skills.	E
2. Previous experience of working within an ISO accredited environment, for example ISO17025, ISO17020.	E
3. Competent in IT systems and packages, e.g. word processing, spreadsheets, PowerPoint etc.	E
4. Proven experience in the preparation and delivery of training.	E
5. Ability to provide effective customer service and communicate at all levels with internal and external partners.	E
6. Proven ability to work effectively alone and as part of a team.	E
7. Ability to be mobile and travel around the Thames Valley, CTPSE or SEROCU (dependent on role) area and occasionally further afield in order to support accreditation and training.	E
8. Proven experience of working in a project environment.	E
9. To have undertaken Auditor/Lead Auditor training provided by an IRCA/CQI approved training provider.	D
10. Proven experience of carrying out Internal Audits.	D
11. Good understanding of all forensic/crime scene matters with recent and relevant experience working in a related field.	D
<b><i>Additional Comments:</i></b> Post 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.	