

JOB DESCRIPTION

Job Title: Quality & Performance Officer	
Job Family: Technical Support	Role Profile Title: BB3 Police Staff
Reports To: Quality & Performance Supervisor	Band level: 3H
Staff Responsibilities (direct line management of): 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 in the delivery of Quality Standards, Performance, and Training services across the Forensic Investigation Unit (FIU).

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. Support the implementation of Forensic Quality Standards (for example ISO17020, ISO17025 and) across Thames Valley Police and external partners, in line with national Forensic Regulation, seeking improvements to service delivery where possible.
2. Responsible for carrying out and leading internal audits, raising and investigating findings to find appropriate and compliant solutions or mitigations.
3. Responsible for carrying out Quality failure investigations in order to identify the severity, impact, root cause and corrective / preventive action, carrying out dip sampling, reviews, and audits, reporting findings to Unit technical management and to the Quality and Performance Supervisor.
4. As directed, review and maintain overarching Quality Management System procedures to ensure compliance with accreditation Standards, acting on and resolving any non-conformances.
5. Support the Quality and Performance Supervisor in ensuring that the Forensic policies and procedures reflect current working practices and meet all regulatory and legislative requirements.
6. Support Unit technical management and technical teams by providing specialist subject matter advice and guidance for Unit accreditation activities in order that they maintain compliance with accreditation requirements whilst supporting delivery of department and organisational priorities.
7. Utilise measures (data extraction / interpretation) to understand the performance of the Forensic Investigation Unit Quality Systems, to work with the Quality and Performance Supervisor to identify learning and improvement opportunities.
8. Prepare and deliver training inputs in all matters relating to Quality Standards.
9. Deputise for the Quality and Performance Supervisor in any activities during their absence or as scheduling commitments requires, e.g., meetings, assessment, and projects, to ensure continued provision of high quality, effective and efficient services.

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:
Working to tightly defined deadlines including the Forensic Science Regulators Statement of Requirements, FIU Service Improvement 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 Supervisor is fully briefed in order to ensure the overall strategic position is maintained.
Liaise directly with FIU Staff and other stakeholders on all matters relating to the planning, implementation and maintenance of accreditation and performance within the allocated areas of responsibility. The role will need to influence both their peers and staff in higher grades in order that compliance is gained and maintained.
To act as deputy for Quality and Performance Supervisor to cover periods of annual leave and other absences.

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.

The knowledge or skills required in the role are as follows (essential or desirable):	E/D
1. Good standard of secondary education including English, Science, and Maths to GCSE level or equivalent. Excellent verbal and written English and good numeracy skills.	E
2. Demonstrable experience of working within an ISO accredited environment, for example ISO17025, ISO17020.	E
3. To have undertaken Auditor training provided by an IRCA/CQI/UKAS approved training provider, or willingness to gain whilst in role.	E
4. Competent in the use of a range of IT (Information Technology) systems, with extensive experience using MS Office applications (Word/Excel/PowerPoint etc. Ability to learn further applications and pieces of software when required.	E
5. Proven experience in the preparation and delivery of training.	E
6. Ability to provide effective customer service and communicate at all levels with internal and external partners.	E
7. Proven ability to work effectively alone and as part of a team.	E
8. Must have the capability to travel to different locations across the force and occasionally outside the force area. For this reason, a full UK driving licence is considered essential.	E
9. Proven experience of carrying out Internal Audits.	D
10. Good understanding of all forensic/crime scene matters with recent and relevant experience working in a related field.	D