

Job Title: HTCUC Supervisor	
Job Evaluation Number	B755

## JOB DESCRIPTION

<b>Job Title:</b> High Tech Crime Unit Supervisor	<b>Location:</b> High Tech Crime Unit (HTCU), Langford Locks, Kidlington
<b>Job Family:</b> Operational Support	<b>Role Profile Title:</b> BB4 Police Staff
<b>Reports To:</b> Digital Services Manager	<b>Band level:</b> 4l
<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 Digital Forensics; ensuring an efficient, timely and high quality service, delivering training and mentoring and optimising the available technologies. For the Technical Supervisor role, act as the Technical Focal point for ISO17025 Quality Standards and measure 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 operational strategies are formulated and executed to a high standard for all submissions into the HTCUC, providing comprehensive and decisive responses to complex issues in a timely manner to meet demand.
2. Develop, guide and motivate individuals, enhance performance through the PDR and service improvement; maintain daily contact with team members and oversee any activity and commitments; manage duties and physical resources to meet varying demands.
3. Implement and maintain accreditation to ISO 17025/17020 quality standards to ensure the customers' expectations are met and a high quality of service is delivered to the Criminal Justice system.  
**Technical Supervisor** will act as the Technical Focal Point\* to ensure the unit is achieving the required level of competency for accreditation.
4. Manage and implement the devolved budget and inventory of equipment (including purchasing) to ensure best value of materials and equipment purchased within financial constraints.
5. Design and deliver Forcewide bespoke training and operational guidance to enhance the skills and knowledge of operational staff; to maximise evidence recovery and increase understanding around eForensic technology and investigative capabilities.
6. Develop and enhance the unit's service provision by leading on the research of new techniques and technologies, liaise with other Forces and suppliers to assess the suitability and make recommendations to maximise efficiency and effectiveness.
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.

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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 whilst ensuring compliance to ISO17025 Quality Standards and the requirements of the Forensic Science Regulators codes of practice and conduct.

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.

Success in this role requires a balance of strong supervisory skills to include technical understanding, practical thinking, comprehensive communication and effective 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 the entire team is to be maintained during periods of abstraction).

The HTCUC is a specialist unit offering advice and support to customers / OIC’s dealing with eForensics evidence. The role holder is responsible for overseeing the investigations and need to be aware of how these interlink with the wider Criminal Justice system.

Due to the significant volumes of serious crime the HTCUC experiences an extremely high work load with urgent demands. This requires the ability to effectively manage own time whilst still meeting unit deadlines and needs of the team.

**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. Proven and recent practical experience in the supervision of an eForensic / Forensic environment. Demonstrable knowledge of Digital Technology whilst displaying an interest in this field.	E
2. Previous experience of working in line with ISO Quality Standards to support ongoing quality control and continuous improvement of existing systems.	E
3. Experience of successfully managing and coordinating their own and others workloads with minimum supervision whilst prioritising, working under pressure and meeting tight deadlines.	E
4. Excellent problem solving, communication and relationship building skills with the personal credibility to impact at all levels. Ability to present and communicate complex information to different audiences in the most appropriate method.	E
5. Experience of coaching and developing others with proven ability to lead and motivate a team to achieve objectives.	E

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6. Proven ability of planning and directing resources and workloads, often under consideration of changing priorities.	E
7. Willingness to learn and keep up to date with technologies, capabilities, relevant legislation and guidance, with proven participation in continued professional development. i.e. Association of Chief Police Officers (ACPO) guidelines for computer based evidence and other related guidance and legislation (RIPA, Computer Misuse Act, GDPR),	E
8. 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
9. <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
10. <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
11. Experience of exhibit handling (continuity and integrity) procedures.	D
<p><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.</p> <p>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.</p>	