

JOB DESCRIPTION

Job Title: Quality Technical Officer - Digital Forensic Unit (DFU)	
Job Family: Technical Support	Role Profile Title: BB3 Police Staff
Reports To: Technical Supervisor - DFU	Band level: 3S
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 Digital Forensic Unit's day to day delivery of Quality Standards and accreditation activities and technical training, to support the delivery of accredited services to the Force and Criminal Justice System.

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. Responsible for the day-to-day operational tasks for accredited activities, reporting any issues to the Line Manager.

2. Ensure suitability of supplies through order review and checking, ensuring necessary batch testing / control is undertaken.

3. Identify suitable items for procurement, i.e., consumables, etc., for use within their Unit, considering others use across the FIU.

4. Facilitate proficiency testing / ILC (Inter-laboratory Comparison), implementing in accordance with the schedule as planned by the Quality and Performance Manager and agreed at the annual Quality Management Review Group meeting.

5. Carry out technical aspects of Quality investigations, e.g., non-conforming work, internal and external audit findings, etc.

6. In conjunction with the relevant Technical Manager, identify validation requirements and undertake and co-ordinate appropriate validation action in accordance with documented processes.

7. Undertake Unit asset management and maintenance, including identifying equipment calibration requirements, and undertake and co-ordinate appropriate action in accordance with documented processes.

8. Develop, maintain, and review technical procedures and documentation to ensure compliance with relevant Standards and regulatory requirements, and ensure relevant distribution and acknowledgement.

9. Carry out internal audits as required by the Quality and Performance Supervisor.

10. Review the status of suppliers, highlighting any necessary action to the DFU Technical Supervisor.

11. Identify and report on technical developments that may affect the activities of the Unit or wider Quality Management System.

12. Maintain technical competence as a Digital Forensic Investigator to be able to carry out the responsibilities of the role.

13. Support and deliver technical training within their Unit, e.g., Officer awareness, new joiners, etc.

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 holder will be required to gain and maintain a suitable level of technical competence to carry out the duties of the role. It is expected that, once competence is gained, they will spend approximately 20% of their time on operational activities to maintain that competence. The remainder of the time will be spent on accreditation and training activities.

Working to tightly defined deadlines including the Forensic Science Regulators Statement of Requirements, internal audit and proficiency testing schedules, service level timeframes, and preparation and response to UKAS (United Kingdom Accreditation Service) visits.

The role has the freedom to act independently within the day-to-day operational activities within their Unit, ensuring their Line Manager and the Quality and Performance Supervisor are kept fully briefed to ensure compliance with the overall forensic accreditation framework is maintained.

Liaise directly with Staff in their Unit and other stakeholders on all matters relating to the day to planning, implementation and maintenance of accreditation within their Unit, and throughout the overarching Quality Management System.

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 (essential or desirable):</i>	<i>E/D</i>
1. Good standard of secondary education including English, Science and Maths to GCSE level (Grades A-C/4-9) or equivalent. Excellent verbal and written English and good numeracy skills.	E
2. Previous experience of working within an ISO accredited environment, for example ISO17025, ISO17020.	E
3. Demonstrable experience and knowledge of the Unit technical activities with the expectation that competence will be gained to effectively carry out the role.	E

4. Proven experience of carrying out or being actively involved in internal and external audits.	E
5. Proven experience in the preparation and delivery of training.	E
6. Proven ability to work effectively alone and as part of a team.	E
7. Ability to provide effective customer service and communicate at all levels with internal and external partners.	E
8. 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
9. Must have 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
10. To have undertaken Auditor/Lead Auditor training provided by an IRCA/CQI approved training provider, or willingness to gain whilst in role.	D
<p>Additional Comments:</p> <p>As with all roles within FIU, post holders will be required to provide fingerprints and DNA (Deoxyribonucleic acid) for elimination purposes 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>	