

Job Title: Quality & Assurance Manager	
Job Evaluation Number	C212

JOB DESCRIPTION

Job Title: Quality & Assurance Manager	Location: Kidlington or Southampton
Job Family: ICT	Role Profile Title: BB4 Police Staff
Reports To: Head of ICT Governance & Assurance	Band level: 5V
Staff Responsibilities (direct line management of): Information Assurance Advisor	

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

The overall purpose of the role is to: Manager for the Information Assurance and Quality Teams to ensure accreditation of forces systems, maintain compliance and provide assurance of process and procedures.

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. Plan, design and implement an overall risk management process for the ICT organisation, including analysis of the financial impact when risks occur. Help articulate and develop Quality management and Risk strategy for the function feeding into the wider ICT Strategy.
2. Proactively review landscape for changes in process, policy and legislation, ensuring relevant documentation updated. Ensure evidence based assurance of process and procedure or relevant remediation work is planned and monitored
3. Instil and develop a culture of continuous development for line reports and the wider team through; training and development and the PDR process, motivating, effective workload planning, monitoring employee welfare and quality assurance of work standards. Take prompt and reasonable action to address performance below required standards in line with the relevant Force procedure.
4. Create and own a quality management system to provide tangible assessment and assurance through an evidence base. Provide detail as to the scope and effectiveness of ICT Processes and Procedures and work with senior colleagues to remediate shortcomings whilst seeking and improving processes.
5. Develop plans, roadmaps and performance indicators, which set out agreed actions and timelines with appropriate level of progress reporting. Review and improve Business Continuity plans for ICT.
6. Assist with the development, implementation and delivery of, and adherence to, policies and standards to ensure that compliance / regard is paid to legislative and statutory requirements and assess the impact of policy / procedural changes.
7. Conduct internal audit planning & management of policy and compliance meeting standards. Provide focus, direction, and control for QMS and other audits both internal and external

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:

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Must be delivery focused and able to appreciate Information Security matters in a wider business context, enabling the business to meet its objectives. Must have a customer service ethos and be an effective advocate for Information Security.

Ensure the function provides advice and guidance, aligned to current HMG, police policies and standards (ISO 27001/9001) and supports new technologies such as Cloud and Mobile technologies.

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. Experienced in Information Assurance, Risk Management, Quality Management, principles, relevant legislation and HMG / Police IA	E
2. Line management of small teams with effective communication skills, able to relay complex information in ways relatable to the target audience, dealing with customers and stakeholders at all levels.	E
3. Analytically minded, able to find new ways of articulating concerns in relatable ways that different audiences can better understand (convert into Financial impact).	E
4. Technical understanding of IT systems in medium to large Enterprises in line with ITIL standards and processes	E
5. Maintain a high degree of integrity and trust when dealing with sensitive and classified information.	E
6. Proven ability to work under pressure, prioritise and manage workload whilst remaining positive and motivated.	E
7. Appropriate professional qualifications (MBA, MSc, CISSP, CESA Certified Professional, ITIL, PRINCE2, M_o_R)	E
8. Must have capability to travel to different locations across both Forces and undertake all assignments in a timely manner. 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 essential. *	E
<i>Additional comments:</i> * 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.	