
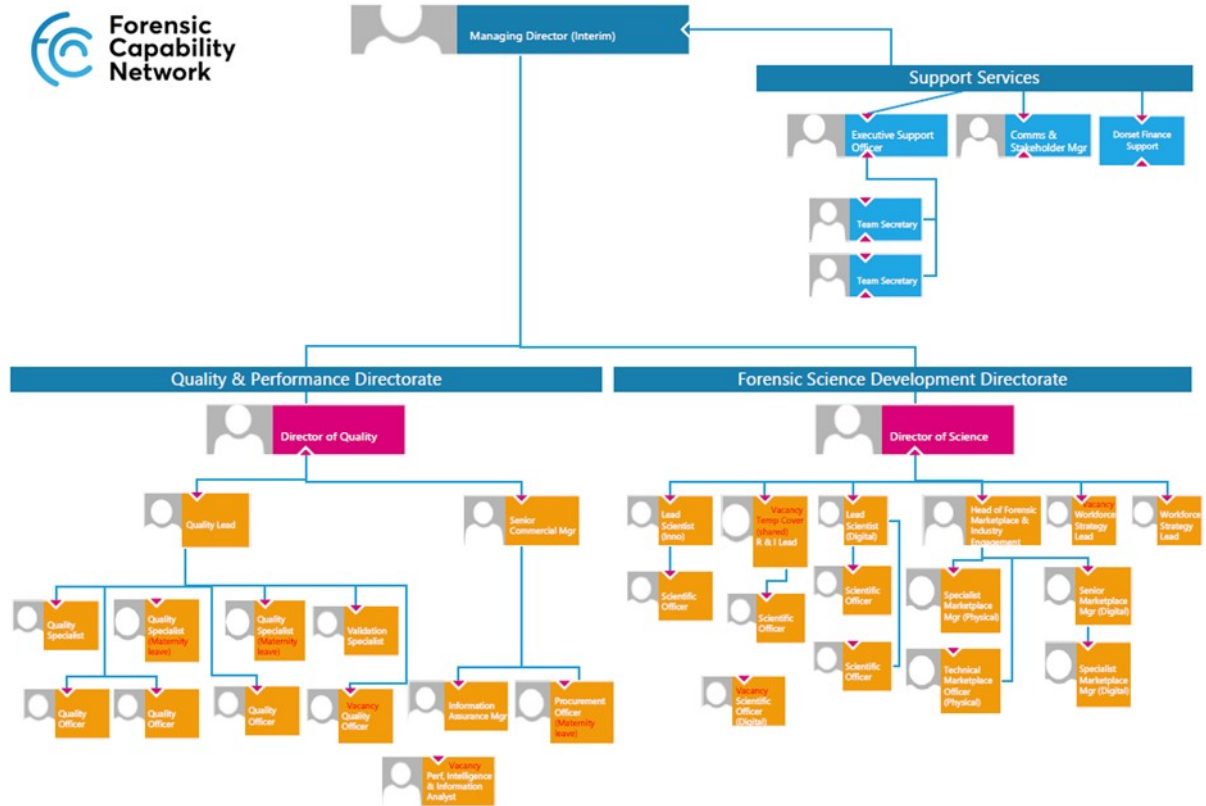


Integrity	Professionalism	Fairness	Respect	
Dorset Police	 <h2 data-bbox="571 360 896 405">Job Description</h2>			
	Date:	February 2024		
Job Title:	Quality Officer			
Post Number:	4993			
Division/Department/Section:	Forensic Capability Network (FCN)			
Line Manager:	Quality Lead, FCN			
1. PURPOSE				
<p data-bbox="204 994 1412 1088">Policing in the UK faces a series of challenges as it seeks to modernise, become more efficient, and make the most of technology and innovation to respond to modern and future demands. As an integral part of policing, forensic science is facing these challenges too.</p> <p data-bbox="204 1124 1412 1249">At the heart of the NPCC Forensics Portfolio is a desire to work together nationally to deliver high quality, specialist forensic capabilities with centralised support to share knowledge and improve resilience, efficiency, quality and effectiveness. This is the aim of the Forensic Capability Network (FCN).</p> <p data-bbox="204 1285 1412 1442">The FCN Quality Officer roles will be central to supporting policing by developing the internal FCN QMS and by leading a national approach to support policing to meet regulatory requirements and improving quality standards within UK Forensics. This a national role and will include influencing and supporting forensic experts across the policing community to deliver an effective standardised approach to Forensic Science Regulator’s compliance and accreditation.</p> <p data-bbox="204 1478 1412 1635">The postholder will provide advice, knowledge and support to FCN colleagues, national expert networks, Force champions, Forensic Leaders and the wider forensic community. This position will also have regular contact with external stakeholders such as the Forensic Science Regulator, UKAS, and Forensic Service Providers. They may chair national and regional meetings.</p>				

2. POSITION IN THE ORGANISATION

The FCN core team comprises staff across two main Directorates and the Support Services Team.

The Quality Officer will report directly to the Quality lead, with interaction with other members of the FCN Quality Team and members of other force Quality Teams required for their day-to-day duties.



People who work directly for this post

No direct reports but may lead workstreams and chair national meetings.

3. MAIN RESPONSIBILITIES

What is the post responsible for? (INPUT)	With what results? (OUTPUT)
Responsibilities include providing specialist quality, compliance and accreditation advice and support to the FCN and the wider law enforcement community to ensure the effective delivery of compliance activity.	Enabling collaborative working, realising the vision of once for the benefit of many methodology and driving standardised policies and procedures to improve efficiencies.
Support the development of new business processes for the FCN. Including plan, design, write, implement and co-ordinate the	Establishment of a 'fit for purpose' Quality Management System that meets internal and external requirements.

3. MAIN RESPONSIBILITIES	
What is the post responsible for? (INPUT)	With what results? (OUTPUT)
development of a robust, effective and efficient Quality Management System within FCN.	
Support the internal FCN in maintaining the FCN Quality Management System (QMS), in line with appropriate elements of international standards and the FSR Code	Document working practices, developing compliant activity, conducting audits, reporting findings to managers, monitoring timely effective corrective action to the required standards.
To support, facilitate and enable national policing to obtain and maintain Compliance with requirements of the Forensic Science Regulator: coordinating and supporting work on the standardisation, interoperability and consistency of procedures and assisting with the building of new practices, approaches, policies and procedures.	Developing and supporting national work streams to ensure quality frameworks are implemented and maintained. Enabling Forensic Units to meet mandatory and statutory/legislative requirements as set by the Forensic Science Regulator and maintain service and reduce risk on a national scale.
Responsibility for the day-to-day operation, co-ordination and maintenance of all activities that are required within the Quality Management System, and to direct and control Quality Standards across FCN.	Ensuring FCN operates within mandatory, statutory, and legislative requirements.
Monitoring and reviewing the performance of Quality Management System processes - identifying trends and critical control points and introducing and implementing preventive measures and corrective actions where required.	<p>Identification of issues and potential risks and implementing actions to prevent or correct them to drive continuous improvement.</p> <p>To provide narrative and produce reports on trends and risks to support the effective management of resources and business process priorities.</p> <p>Ensures that Customer requirements have been accurately identified and that the service provided is meeting or exceeding customer expectations.</p>
Revise processes and implement systems that increase service delivery, improve processes, and deliver efficiency. Constantly seeking ways to improve the effectiveness of the Quality Management System to satisfy the needs of the FCN, the policing community and wider stakeholders. Reporting to and advising Senior Management directly when necessary.	<p>Maintenance of high levels of Customer satisfaction and driving Quality improvements for service users. Ensure FCN is working as effectively as possible and identifying ways to improve performance, increase efficiency and reduce waste.</p> <p>Reducing non-conformances and preventing recurrence, identifying areas of weakness and recommending ways to improve to Senior Management and to other stakeholders.</p>
Support the development of national solutions	Cohesive agreed approach across Police

3. MAIN RESPONSIBILITIES	
What is the post responsible for? (INPUT)	With what results? (OUTPUT)
for core QMS activity such as Proficiency Testing, Competency Frameworks, Audit Programmes and feedback through engagement with stakeholders across Police forensics, industry and academia.	forensics to ensure accreditation requirement are met and delivered in an efficient and effective way.
Providing quality management and accreditation advice and support to the FCN and wider stakeholders.	Specialist advice, guidance and support to all relevant members across the forensic community resulting in effective, compliant and efficient processes.
Undertake Quality Audits: Plan, conduct and complete structured Audits. To report findings, recommending and implementing changes where necessary.	Ensuring FCN processes continue to meet needs of the business and assisting forces to ensure process improvement opportunities are identified and risks minimised.
Work with Quality Specialists and FCN members to identify key areas where compliance and/or accreditation can be delivered more efficiently and support delivery of these activities.	Identify improvements and efficiencies in the way quality management is delivered and maintained across police forensics with standardised operating procedures being deployed.
Collate, monitor and report activities across the compliance/accreditation national landscape.	Producing reports for a variety of stakeholders to identify points of success and areas of risk.
Provide Accreditation Support, ensuring appropriate information is available to enable policing to implement effective, efficient standardised ways of working that meet the accreditation requirements.	More effective sharing of national learning and experience to accelerate accreditation readiness in Forces, reducing local costs and resource requirements.
Support development and delivery of quality management activity to support FCN and the policing community.	Support delivery of an array of capabilities including training, inter-laboratory comparisons, proficiency testing, competency frameworks, standardised national forms and documents, validation and maintenance of ground truth data.
Provides strong representation of FCN and its members by being a single voice of the service when interacting with stakeholders.	This includes working with members of the FCN community in establishing agreement that the FCN will be accepted as a single voice, moving towards a 'validate once, verify many'.
This list of duties is not restrictive or exhaustive and the postholder may be required to carry out duties from time-to-time that are either commensurate with/or lower than the grade of the post. In some posts this might include the ad-hoc provision of guidance and informal training of new	Completion of duties to meet the needs of the Police Service.

3. MAIN RESPONSIBILITIES	
What is the post responsible for? (INPUT)	With what results? (OUTPUT)
colleagues.	
4. CONTACTS	
1.	FCN Directors
2.	FCN Quality Specialists
3.	Other force Forensic Directors, Leaders and Managers across UK
4.	Wider Stakeholders such as Forensic Science Regulator, UKAS, Home Office
5.	Force Forensic Experts, Quality Teams and Practitioners
5. SPECIAL CONDITIONS/ADDITIONAL INFORMATION	
<p>This role is based on home working and will require an agile working approach. There will be a requirement for regular travel and working away from home on an occasional basis.</p> <p>The Force Values together with the Police Staff Standards of Professional behaviour are a set of non-negotiable standards that all Dorset Police staff must abide by. Loyalty to these Values and Ethics are a requirement for membership into Dorset Police.</p>	
6. HEALTH & SAFETY TRAINING	
<p>VDU assessment. Your Line Manager has the responsibility to refer to the risk assessment appropriate to your role. To identify any additional health and safety training required. For example, Manual Handling training, VDU assessment, Control of Substances Hazardous to Health, etc.</p>	
7. HEALTH MONITORING	
Not applicable.	
8. VETTING	
MV vetting clearance required.	

9. TERMS OF APPOINTMENT

The salary will be within **Grade H**. For full salary range refer to Dorset Police Staff pay scales.

The current core business hours will be as determined by your senior management and will be in accordance with the Alliance Flexi-time Policy and associated procedure, including eligibility for the flexi-time provision.

This is a home-based national role so whilst the employment will be to **Dorset Police** there is no expectation to relocate. The successful applicant will be based from home with regular travel expected.

10. PERSON SPECIFICATION

Essential Criteria

Criteria to be measured	Competencies Required
Criteria A	Proven significant technical or quality knowledge, and experience in achieving compliance with quality standards and related accreditations for the provision of Police forensics or similar Law enforcement services.
Criteria B	Experience of managing change programmes where the interests of many stakeholders need to be managed and balanced.
Criteria C	Experience of producing/developing documents and procedures compliant with Forensic Science Regulator requirements, ISO/IEC 17025, ISO/IEC 17020, or similar standards.
Criteria D	Self-motivated with excellent interpersonal skills including a proven ability to build relationships and confidence of colleagues and managers.
Criteria E	Proven track record of challenging processes and procedures to identify the potential for performance benefits or efficiency savings.
Criteria F	Able to demonstrate attention to detail and able to plan and organise time and prioritise work effectively.
Criteria G	Excellent organisation and planning skills with the ability to prioritise a demanding workload and resources to meet objectives and deadlines.
Criteria H	Proficient in the use of IT software packages, including using formulae, charts and graphs to present information.

Desirable Criteria (if applicable)

Criteria to be measured	Competencies Required
Criteria I	Trained and experienced internal auditor.