

### **JOB DESCRIPTION**

<b>Job Title</b>	Quality Officer
<b>Service Unit</b>	Crime & Justice Command
<b>Team</b>	Scientific Support Unit
<b>Responsible to</b>	Head of Forensic Investigation
<b>Salary Range</b>	Scale 5/6
<b>Vetting Status</b>	RV

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#### **Job Purpose:**

To support the Quality Manager and the force in the delivery and management of the Quality Management System, ensuring compliance with the requirements of:

- ISO/IEC 17025 (for the competence of testing and calibration laboratories),
- ISO/IEC 17020 (for the competence of bodies performing inspection)
- The Forensic Science Regulators Codes of Practice and Conduct.
- International Guidelines (ILAC G:19)
- UKAS Technical Publications

The role covers forensic services within Cleveland Police and includes the provision of management information and project support to enable the efficient and effective service to Cleveland Police.

#### **Principal Duties & Responsibilities:**

- Support the Quality Manager during accreditation implementation projects, UKAS pre, initial and surveillance assessments ensuring allocated actions are completed promptly to meet the FSR timelines for accreditation.
- Assist the Quality Manager in the investigation of UKAS findings, closure of actions and provision of evidence to initially gain then continually maintain accreditation as required by the FSR Codes.
- Deliver and support a range of internal audit tasks covering the QMS and technical/forensic processes to evidence compliance with international and regulatory standards (e.g. ISO 17025, 17020, FSR Codes) identifying non-conformance and best practice whilst proactively seeking improvement to business processes.
- Record and discuss internal audit findings with the Quality Manager and Technical Managers in order to ensure non-conformances, observations and areas for improvement are understood, agreed and addressed in line with international and national legislation, regulations and force policies.
- Investigate and identify root cause/s for non-conformances and complaints; accurately recording immediate containment actions, agreed

corrective solutions and verification of effectiveness on Corrective Action Reports; maintaining full auditable traceability as required by external assessors to meet ISO, FSR and ILAC requirements.

- Organise and record department level management review meetings as required by ISO standards; summarising pertinent information, detailing actions, responsibilities and following up departmental tasks to demonstrate compliance with FSR and ISO requirements.
- Assist the Quality Manager in the preparation of regulatory information for Management Review meetings (ISO requirement); collating and reviewing all necessary information (including feedback, complaints, internal audits, non-conformances, turn around times, UKAS Publications, FSR Guidance, PT/ILC, quality assurance results, opinions and interpretations to demonstrate compliance with FSR and ISO requirements.
- With support from the Quality Manager, provide advice and guidance to Technical Management in relation to accreditation requirements, keeping abreast of changes in legislation, regulations and standards in order to maintain Force compliance.
- Provide support to the Quality Management Team on ad-hoc tasks and projects.
- Deputise for the Quality Manager in their absence (formal ISO requirement)
- Undertake professional development as required to maintain professional competence.
- Promote equality, diversity and human rights in working practices by developing and maintaining positive working relationships, ensuring that colleagues are treated fairly and contributing to developing equality of opportunity in working practices.
- Support and maintain the good image and values of the force and uphold policies on quality of service and equality of service and opportunity.

**Note**

*The above list is not exhaustive and other duties commensurate with the grade and general nature of the post may, from time to time, be required. In addition, there may be some variation and/or development of the above duties and responsibilities without changing the general nature of the post*

*All Staff are to comply with confidentiality and principles laid down in the General Data Protection Regulation (GDPR) and the Management of Police Information (MOPI).*

*All post holders to comply with health and safety legislation.*

*All Staff are expected to demonstrate a commitment to the principles of equality of opportunity and fairness of treatment for all within Cleveland Police.*

## PERSON SPECIFICATION

**The information on the table below will be used to ascertain if a candidate meets the required criteria to be selected for interview. Some posts may also require candidates to undertake a pre interview assessment. If required this will be clearly identified in the job advert and supporting paperwork.**

	Essential knowledge, skills and experience	Desirable knowledge, skills and experience
Knowledge/ qualification	<ul style="list-style-type: none"> <li>• An excellent knowledge and demonstrable understanding of the principles of ISO Quality Management.</li> <li>• Understanding of relevant guidance material including: <ul style="list-style-type: none"> <li>○ ISO 17025</li> <li>○ ISO 17020</li> <li>○ Forensic Science Regulators codes of Practice and conduct</li> <li>○ ILAC G:19</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Experience / Qualification in Quality Management</li> <li>• Experience of working within an ISO accredited environment.</li> <li>• Accredited qualification, degree or professional diploma in a forensic laboratory related subject or a related topic.</li> <li>• Practical experience of crime scene, forensic or digital forensic work</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• Ability to plan and prioritise resources effectively in order to deliver a quality service</li> </ul>	<ul style="list-style-type: none"> <li>• Proven ability to undertake research into new projects and ideas relating to working practices</li> <li>• Experience of working within a similar role</li> <li>• Excellent IT skills</li> <li>• Experience of auditing</li> </ul>
Skills/ Abilities	<ul style="list-style-type: none"> <li>• Excellent interpersonal and communication skills, both written and verbal</li> <li>• Has the ability to prepare, review and present reports and update QMS records with exceptional attention to detail.</li> <li>• Has the ability to deal with sensitive work situations with confidence and discretion whilst treating all people with dignity and respect.</li> <li>• Has the ability to work successfully as part of a team but confident to work individually with a minimum of supervision</li> <li>• Has the ability to make reasoned decisions and take responsibility for actions</li> <li>• Excellent organisational and customer service skills</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to train, mentor and coach staff</li> <li>• Ability to give presentations</li> </ul>
Other	<ul style="list-style-type: none"> <li>• Has a flexible approach to meet the needs of the post and is prepared to work unsociable hours and in different locations around the force when required.</li> <li>• Full driving licence.</li> </ul>	

All applicants who identify themselves on the relevant section of the application form as having a disability under the Equality Act 2010 and who meet the essential criteria for the post will be guaranteed an interview, should they request one by ticking the relevant box on the application form.

## Competency and Values Framework (CVF) for Policing: Level 2 – Middle Manager

Set out below are Cleveland Police Leadership Behaviours (2017) drawn from the College of Policing's Competency and Values Framework for Policing (2017). A candidate's behaviours/values will be measured at interview.

Competency	Level 2 – Middle Manager
<b>Emotionally aware</b>	<ul style="list-style-type: none"> <li>• I treat others with respect, tolerance and compassion.</li> <li>• I acknowledge and respect a range of different perspectives, values and beliefs within the remit of the law.</li> <li>• I remain calm and think about how to best manage the situation when faced with provocation.</li> <li>• I understand my own emotions and I know which situations might affect my ability to deal with stress and pressure.</li> <li>• I ask for help and support when I need it.</li> <li>• I understand the value that diversity offers.</li> <li>• I communicate in clear and simple language so that I can be easily understood by others.</li> <li>• I seek to understand the thoughts and concerns of others even when they are unable to express themselves clearly.</li> </ul>
<b>Taking ownership</b>	<ul style="list-style-type: none"> <li>• I actively identify and respond to problems.</li> <li>• I approach tasks with enthusiasm, focusing on public service excellence.</li> <li>• I regularly seek feedback to understand the quality of my work and the impact of my behaviour.</li> <li>• I recognise where I can help others and willingly take on additional tasks to support them, where appropriate.</li> <li>• I give feedback to others that I make sure is understandable and constructive.</li> <li>• I take responsibility for my own actions, I fulfil my promises and do what I say I will.</li> <li>• I will admit if I have made a mistake and take action to rectify this.</li> <li>• I demonstrate pride in representing the police service.</li> <li>• I understand my own strengths and areas for development and take responsibility for my own learning to address gaps.</li> </ul>
<b>Collaborative</b>	<ul style="list-style-type: none"> <li>• I work cooperatively with others to get things done, willingly giving help and support to colleagues.</li> <li>• I am approachable, and explain things well so that I generate a common understanding.</li> <li>• I take the time to get to know others and their perspective in order to build rapport.</li> <li>• I treat people with respect as individuals and address their specific needs and concerns.</li> <li>• I am open and transparent in my relationships with others.</li> <li>• I ensure I am clear and appropriate in my communications.</li> </ul>
<b>Deliver, support and inspire</b>	<ul style="list-style-type: none"> <li>• I take on challenging tasks to help to improve the service continuously and support my colleagues.</li> <li>• I understand how my work contributes to the wider police service.</li> <li>• I understand it is part of my collective responsibility to deliver efficient services. I take personal responsibility for making sure that I am working effectively to deliver the best service, both individually and with others.</li> <li>• I am conscientious in my approach, working hard to provide the best service and to overcome any obstacles that could prevent or hinder delivery.</li> <li>• I support the efficient use of resources to create the most value and to deliver the right impact.</li> <li>• I keep up to date with changes in internal and external environments.</li> <li>• I am a role model for the behaviours I expect to see in others and I act in the best interests of the public and the police service.</li> </ul>

<b>Analyse critically</b>	<ul style="list-style-type: none"> <li>• I recognise the need to think critically about issues. I value the use of analysis and testing in policing.</li> <li>• I take in information quickly and accurately.</li> <li>• I am able to separate information and decide whether it is irrelevant or relevant and its importance.</li> <li>• I solve problems proactively by understanding the reasons behind them, using learning from evidence and my experiences to take action.</li> <li>• I refer to procedures and precedents as necessary before making decisions.</li> <li>• I weigh up the pros and cons of possible actions, thinking about potential risks and using this thinking to inform our decisions.</li> <li>• I recognise gaps and inconsistencies in information and think about the potential implications.</li> <li>• I make decisions in alignment with our mission, values and the Code of Ethics.</li> </ul>
<b>Innovative and open-minded</b>	<ul style="list-style-type: none"> <li>• I demonstrate an open-ness to changing ideas, perceptions and ways of working.</li> <li>• I share suggestions with colleagues, speaking up to help improve existing working methods and practices.</li> <li>• I constantly reflect on my own way of working and periodically review processes and procedures to make continuous improvements.</li> <li>• I adapt to change and am flexible as the need arises while encouraging others to do the same.</li> <li>• I learn from my experiences and do not let myself be unduly influenced by preconceptions.</li> </ul>

<b>Values</b>	<b>All Levels</b>
<b>Integrity</b>	<ul style="list-style-type: none"> <li>• I always act in line with the values of the police service and the Code of Ethics for the benefit of the public.</li> <li>• I demonstrate courage in doing the right thing, even in challenging situations.</li> <li>• I enhance the reputation of my organisation and the wider police service through my actions and behaviours.</li> <li>• I challenge colleagues whose behaviour, attitude and language falls below the public's and the service's expectations.</li> <li>• I am open and responsive to challenge about my actions and words.</li> <li>• I declare any conflicts of interest at the earliest opportunity.</li> <li>• I am respectful of the authority and influence my position gives me.</li> <li>• I use resources effectively and efficiently and not for personal benefit.</li> </ul>
<b>Impartiality</b>	<ul style="list-style-type: none"> <li>• I take into account individual needs and requirements in all of my action.</li> <li>• I understand that treating everyone fairly does not mean everyone is treated the same.</li> <li>• I always give people an equal opportunity to express their views.</li> <li>• I communicate with everyone, making sure the most relevant message is provided to all.</li> <li>• I value everyone's views and opinions by actively listening to understand their perspective.</li> <li>• I make fair and objective decisions using the best available evidence.</li> <li>• I enable everyone to have equal access to services and information, where appropriate.</li> </ul>
<b>Public Service</b>	<ul style="list-style-type: none"> <li>• I act in the interest of the public, first and foremost.</li> <li>• I am motivated by serving the public, ensuring that I provide the best service possible at all times.</li> <li>• I seek to understand the needs of others to act in their best interests.</li> <li>• I adapt to address the needs and concerns of different communities.</li> <li>• I tailor my communication to be appropriate and respectful to my audience.</li> <li>• I take into consideration how others want to be treated when interacting with them.</li> </ul>

	<ul style="list-style-type: none"><li>• I treat people respectfully regardless of the circumstances.</li><li>• I share credit with everyone involved in delivering services.</li></ul>
<b>Transparency</b>	<ul style="list-style-type: none"><li>• I ensure that my decision-making rationale is clear and considered so that it is easily understood by others.</li><li>• I am clear and comprehensive when communicating with others.</li><li>• I am open and honest about my areas for development and I strive to improve.</li><li>• I give an accurate representation of my actions and records.</li><li>• I recognise the value of feedback and act on it.</li><li>• I give constructive and accurate feedback.</li><li>• I represent the opinions of others accurately and consistently.</li><li>• I am consistent and truthful in my communication.</li><li>• I maintain confidentiality appropriately.</li></ul>

Further detailed information on the CVF can be located by clicking on the following link:

<https://skillsforjustice-ppf.com/competency-values/>