

## Quality Officer

<b>Service Unit</b>	Crime and Justice
<b>Team</b>	Scientific Support Unit
<b>Responsible to</b>	Quality Manager
<b>Scale and Salary Range</b>	Scale 5-6
<b>Vetting Status</b>	Recruitment Vetting
<b>Politically Restricted</b>	Not Politically Restricted
<b>CVF Level</b>	CVF Level 2

### 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 and 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.

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- 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, turnaround 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.



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### 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 employees are to comply with confidentiality laid down in the General Data Protection Regulation (GDPR), the Management of Police Information (MOPI), and the Official Secrets Act (which you will be bound for, for life).**

**All post holders to comply with Health & Safety legislation.**

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

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Person Specification	
Essential knowledge, skills, and experience (E)	Desirable knowledge, skills, and experience (D)
Knowledge and Qualifications	
An excellent knowledge and demonstrable understanding of the principles of ISO Quality Management.	Experience / Qualification in Quality Management
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>	Experience of working within an ISO accredited environment.
	Accredited qualification, degree or professional diploma in a forensic laboratory related subject or a related topic.
	Practical experience of crime scene, forensic or digital forensic work
Experience	
Ability to plan and prioritise resources effectively in order to deliver a quality service	Proven ability to undertake research into new projects and ideas relating to working practices
	Experience of working within a similar role
	Excellent IT skills
	Experience of auditing
Skills and Abilities	
Excellent interpersonal and communication skills, both written and verbal	Ability to train, mentor and coach staff
Has the ability to prepare, review and present reports and update QMS records with exceptional attention to detail	Ability to give presentations
Has the ability to deal with sensitive work situations with confidence and discretion whilst treating all people with dignity and respect.	
Has the ability to work successfully as part of a team but confident to work individually with a minimum of supervision.	
Has the ability to make reasoned decisions and take responsibility for actions.	
Excellent organisational and customer service skills	
Other	
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.	
Current & valid UK driving licence	

**All applicants who identify themselves on the equal opportunities 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.**

Version Control	
Reason for Version Change	Version date
Placed on new template	Jan 2021



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### 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 consider the perspectives of people from a wide range of backgrounds before taking action.</li><li>• I adapt my style and approach according to the needs of the people I am working with, using my own behaviour to achieve the best outcome.</li><li>• I promote a culture that values diversity and encourages challenge.</li><li>• I encourage reflective practice among others and take the time to support others to understand reactions and behaviours.</li><li>• I take responsibility for helping to ensure the emotional wellbeing of those in my teams.</li><li>• I take the responsibility to deal with any inappropriate behaviours.</li></ul>
<b>Taking ownership</b>	<ul style="list-style-type: none"><li>• I proactively create a culture of ownership within my areas of work and support others to display personal responsibility.</li><li>• I take responsibility for making improvements to policies, processes and procedures, actively encouraging others to contribute their ideas.</li><li>• I am accountable for the decisions my team make and the activities within our teams.</li><li>• I take personal responsibility for seeing events through to a satisfactory conclusion and for correcting any problems both promptly and openly.</li><li>• I actively encourage and support learning within my teams and colleagues.</li></ul>
<b>Collaborative</b>	<ul style="list-style-type: none"><li>• I manage relationships and partnerships for the long term, sharing information and building trust to find the best solutions.</li><li>• I help create joined-up solutions across organisational and geographical boundaries, partner organisations and those the police serve.</li><li>• I understand the local partnership context, helping me to use a range of tailored steps to build support.</li><li>• I work with our partners to decide who is best placed to take the lead on initiatives.</li><li>• I try to anticipate our partners' needs and take action to address these.</li><li>• I do not make assumptions. I check that our partners are getting what they need from the police service.</li><li>• I build commitment from others (including the public) to work together to deliver agreed outcomes.</li></ul>



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<b>Deliver, support and inspire</b>	<ul style="list-style-type: none"> <li>• I give clear directions and have explicit expectations, helping others to understand how their work operates in the wider context.</li> <li>• I identify barriers that inhibit performance in my teams and take steps to resolve these thereby enabling others to perform.</li> <li>• I lead the public and/or my colleagues, where appropriate, during incidents or through the provision of advice and support.</li> <li>• ensure the efficient use of resources to create the most value and to deliver the right impact within my areas.</li> <li>• I keep track of changes in the external environment, anticipating both the short- and long-term implications for the police service.</li> <li>• I motivate and inspire others to achieve their best.</li> </ul>
<b>Analyse critically</b>	<ul style="list-style-type: none"> <li>• I ensure that the best available evidence from a wide range of sources is taken into account when making decisions.</li> <li>• I think about different perspectives and motivations when reviewing information and how this may influence key points.</li> <li>• I ask incisive questions to test out facts and assumptions, questioning and challenging the information provided when necessary.</li> <li>• I understand when to balance decisive action with due consideration.</li> <li>• I recognise patterns, themes and connections between several and diverse sources of information and best available evidence.</li> <li>• I identify when I need to take action on the basis of limited information and think about how to mitigate the risks in so doing.</li> <li>• I challenge others to ensure that decisions are made 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 explore a number of different sources of information and use a variety of tools when faced with a problem and look for good practice that is not always from policing.</li> <li>• I am able to spot opportunities or threats which may influence how I go about my job in the future by using knowledge of trends, new thinking about policing and changing demographics in the population.</li> <li>• I am flexible in my approach, changing my plans to make sure that I have the best impact.</li> <li>• I encourage others to be creative and take appropriate risks.</li> <li>• I share my explorations and understanding of the wider internal and external environment.</li> </ul>

Values	All Levels
<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> </ul>



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	<ul style="list-style-type: none"><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><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/>





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