Quality Support Officer

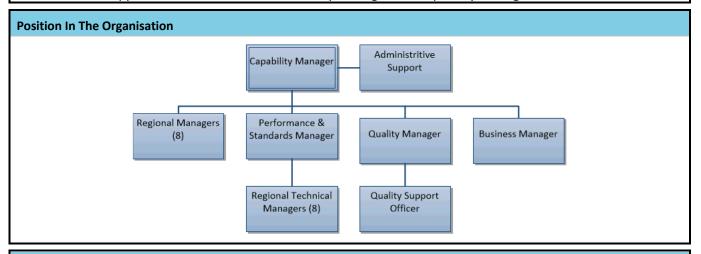| Job Title	Quality Support Officer
Sub Group	Forensics
Level	Support
Code	Job Evaluation Ref: A996
Pay Grade / Range	Grade 5 - £23,817 - £26,016

Role Purpose

This section summarises the key function of the role

To provide support with the implementation and maintenance of ISO 17020 quality standards and the Forensic Science Regulator (FSR) Codes of Practice across the police forces within the FCIN Quality management system administration

Administrative support for the accredited FCIN Quality Manager and Capability Manager

Position In The Organisation

People who work directly for this role

N/A

Key Accountabilities

This section details the key responsibilities required of the role

- Provide quality management support to the FCIN

- Maintaining a good level of knowledge and understanding of quality standards

- Implementing and maintaining a Quality Management System

- Recording and monitoring corrective, preventative and improvement actions, issues of non-compliance

- Planning, Recording and monitoring internal audits to ensure they are completed as scheduled

- Collating management information to support the management of quality standards

- Publishing approved policy, standard operating procedures and associated documents on the Quality Management System

- Supporting the version control and central archiving of policies and procedures, safe systems of work and risk assessments

- To accurately input data on to quality management systems to ensure effective monitoring of meeting actions, non-conformances, customer comments etc.

- Planning, organising and preparation of meetings, workshops and Management Reviews

- Improving your performance by participating in the Continuous Professional Development (CPD) process with your manager.

- Any other duties which are consistent with the nature, responsibilities and grading of the post

Behaviours

Outlines the behavioural requirements of the role

All roles are expected to know, understand and act within the ethics and values of the Police Service.

The Competency and Values Framework (CVF) has six competencies that are clustered into three groups. Under each competency are three levels that show what behaviours will look like in practice.

It is suggested that this role should be operating or working towards the following levels:

Resolute, compassionate and committed

We are emotionally aware	Level 1
We take ownership	Level 1

Inclusive, enabling and visionary leadership

We are collaborative	Level 1
We deliver, support and inspire	Level 1

Intelligent, creative and informed policing

We analyse critically	Level 1
We are innovative and open-minded	Level 1

Education, Qualifications, Skills, and Experience

Outlines the skills and educational and qualification requirements to be able to fulfil the role

Prior education and experience:

- Possess HNC qualification or hold relevant proven experience.

- Possess a basic awareness of the implementation of quality standards within forensics.

Skills:

- Experience of working in a support role within a busy environment dealing with restricted information

- Experience of inputting, updating and maintaining computerised and manual filing/recording systems

- Experience of working to deadlines and tight timescales, within a busy environment

- Experience of producing accurate written information and demonstrate a high level of attention to detail.

- Experience of working with minimal supervision, organising and prioritising own workload.

- Experience of communicating effectively with people at all levels, within and outside the organisation.

- Knowledge of Health & Safety, Equal Opportunities, Diversity and Data Protection legislation/issues
- IT skills are essential, including a comprehensive working knowledge of Microsoft Office products. Experience of using bespoke quality management software would be an advantage.

Continuing Professional Development (CPD)

Outlines continuing professional development activities which will enable the individual to maintain and enhance competence in the role

- Keep up to date with new developments within the quality environment.

- Complete all annual and mandatory training.

Professional Registration/Licences

Outlines any ongoing registration or licensing requirements of the role

N/A

Links to other profiles

Indicates links to NPCC role profiles, or other professional profiles which should be read in conjunction with this professional profile, please note this may not be exhaustive

- Quality Manager

- Capability Manager

- Performance and Standards Manager

- Regional Manager

- Regional Technical Manager

Profile Title		
Designer Name		Subject Matter Experts Consulted
Claire Millar	Transition Lead	Yes
Equalities Act 2000 Check	Checked by	Further action required
Yes / No		

Review stage			
Date	**Sent to**	**Feedback received**	**Action taken**

Capability Manager sign off		
Date	Name	Additional Comments
	Frances Senior	

NPCC Lead sign off		
Date	NPCC Lead Name	Additional Comments