



<b>Job Family</b>	Investigator
<b>Sub Group</b>	Forensics
<b>Level</b>	Manager / Expert Advisor
<b>Code</b>	FCIN-RP-QM
<b>Pay Grade / Range</b>	POD with market supplement to £55,000

### Role Purpose

This section summarises the key function of the role

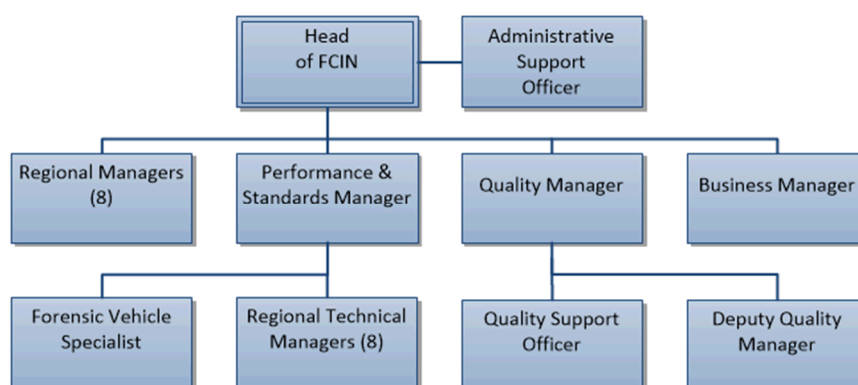
Reporting to FCIN Head of Function and Strategic Board, oversee the FCIN Quality Management System, ensuring its compliance with International Standards, Forensic Science Regulator's Codes and UKAS requirements.

Enable accreditation of all Forensic Collision Investigation Bases across England and Wales through a scheduled external and internal audit programme ensuring the integrity and provision of a transparent and robust forensic science service.

Manage and co-ordinate the activities of the Quality Management team responsible for all audits, non-conformance investigations, corrective actions, National Case Management System.

Promote a culture of continuous learning and improvement across all FCIN member forces.

### Position In The Organisation



### People who work directly for this role

Deputy Quality Manager and team of Quality Support Officers

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## Key Accountabilities

This section details the key responsibilities required of the role

Reporting to the Head of the FCIN and by engaging at functional level with FCIN regional staff, Strategic Board members and with forces forming the network: -

1. Lead by example and behave in line with the Police Code of Ethics ensuring that FCIN values and behavioural expectations are clearly understood and considered by managers, officers and staff in their decision making and actions; reinforcing and influencing them through all interactions and processes.
2. Develop, implement and continually improve a robust and bespoke national Forensic Collision Investigation Network Quality Management System capable of evidencing compliance with all appropriate regulations and standards to provide United Kingdom Accreditation Service (UKAS) and the Forensic Science Regulator (FSR) with sufficient assurance and confidence to ensure continued retention of accreditation status for all FCIN member forces.
3. Manage and monitor by way of scheduled audits the Quality Management System and technical processes carried out by all member force Forensic Collision Investigation teams to initially achieve and then maintain accreditation in line with the scope and timescales set down by the Forensic Science Regulator.
4. Provide specialist advice and guidance to FCIN Head of Function and wider team on all ISO 17020, UKAS accreditation process and relevant FSR matters to ensure they are adequately briefed on key assessments, compliance, new standards/regulations and current status of accreditation projects/risks.
5. Liaise and negotiate with UKAS and the FSR on all high level accreditation matters including applications, non-conformances, investigations and appeals ensuring assessments are scheduled and findings closed with the least cost and disruption to FCIN member forces.
6. Lead, or direct on reviews and investigations into complaints, non-conformances and findings identified or raised by external/internal stakeholders/customers, providing evidence as necessary as an advocate for FCIN where such reviews or investigations are being carried out by a regulatory body (e.g. UKAS).
7. Maintain a high level of knowledge and understanding of International and National standards providing professional advice and guidance to National, Regional and Local leads and groups on ISO 17020, UKAS, International Laboratory Accreditation Corporation (ILAC) and FSR standards, regulations and associated requirements, to assist in the development of a beneficial QMS model. Review, interpret and integrate the requirements of new ISO 17020, UKAS, ILAC and FSR publications into the QMS; advising FCIN Head of Function and directing staff on the most effective and efficient approach to address new requirements.
8. Direct, co-ordinate and quality assure all QMS work carried out by the Regional Manager and Regional Technical Manager team including complaint handling, internal audits, non-conformance closures, root cause analysis, corrective actions, document control and multiple projects. Sole responsibility for authorising internal auditors to carry out auditing of QMS and technical processes to ISO standards.
9. Lead responsibility for introducing and guiding forensic and associated departments/activities on ISO, FSR, ILAC and UKAS requirements; developing implementation projects, influencing and motivating staff at all levels to adopt an ISO level quality culture; advising and supporting the Quality Management team, Technical and Regional Managers on UKAS & FSR requirements to attain accreditation. Lead on FCIN Management Review Meetings (formal ISO requirement) ensuring all ISO agenda items are reviewed, discussed and recorded in line with ISO and UKAS requirements; guiding and advising the FCIN Strategic Board on actions to address high risk complaints and non-conformances.
10. Manage the design and maintenance of the eQMS, including the continual development of the system to ensure fitness for purpose and scalability in the face of growing requirements around accreditation and compliance. Train others in all aspects of the eQMS and application of procedures.
11. Management of a delegated budget responsible for the accreditation costs across the entire network.

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## 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 3
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We take ownership	Level 3
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### Inclusive, enabling and visionary leadership

We are collaborative	Level 3
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We deliver, support and inspire	Level 3
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### Intelligent, creative and informed policing

We analyse critically	Level 3
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We are innovative and open-minded	Level 3
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## Education, Qualifications, Skills, and Experience

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

### Prior education and experience:

- A Degree and/or substantial quality management experience with a demonstrable record for delivering and maintaining an eQMS accredited for the provision of Forensics, preferably across multiple delivery points.
- Involvement in change programmes in either organisations or projects, where the interests of many stakeholders need to be managed and balanced.
- Self-motivated with excellent interpersonal skills including a proven ability to build relationships and confidence of stakeholders and able to influence at all levels.
- Excellent organisational and planning skills with the ability to prioritise a demanding workload and resources to meet objectives and deadlines.

### Skills:

- Excellent communication, presentational and interpersonal skills are essential for the role-holder to be effective. The post holder will need to have credibility and the confidence of the FCIN SLT, to influence developments over a range of quality management projects.
- The post holder will have a working knowledge of Health and Safety requirements related to this environment and have the ability to apply this knowledge practically in the workplace, in order to support the attainment of accreditation.
- The post holder must have experience of performance reporting requirements and the ability to recommend developments in the reporting mechanisms.
- The post holder will the skills and ability to co-ordinate and motivate a cohort of internal auditing staff across the FCIN, in respect of achieving and maintaining quality standards. In addition, they should also be able to support, train and coach officers and staff in relation to all aspects of accreditation activity.
- A methodical and thorough approach to work is essential, with the ability to prioritise workload demands as required and excellent verbal and written communication skills are essential, including report writing and presentations.
- The post holder must be confident and professional, with the ability to influence and negotiate with managers and staff, engage with senior managers and external assessors in order to achieve the required standards within the required deadlines.
- IT skills are essential, including a comprehensive working knowledge of Microsoft Office products. Experience of using bespoke quality management software would be an advantage.

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### 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 approaches to evidence-based policing within the quality environment.
- Complete all annual and mandatory training.
- Ongoing development of people management and welfare skills.
- Achieve a minimum 25 hours of CPD annually.

### Professional Registration/Licences

Outlines any ongoing registration or licensing requirements of the role

- Chartered Quality Professional is desirable but not essential.

### 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

- Head of the FCIN
- Performance and Standards Manager
- Regional Manager
- Regional Technical Manager
- Forensic Collision Investigation Base Supervisor
- Forensic Collision Investigator
- Forensic Vehicle Specialist
- Deputy Quality Manager
- Quality Support Officer

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Profile Title		
Designer Name		Subject Matter Experts Consulted
Frances Senior	HoF	Yes
Equalities Act 2000 Check	Checked by	Further action required
Yes / No		

Review stage			
Date	Sent to	Feedback received	Action taken
26/1/20	DT	Yes	Comments actioned

Head of the FCIN sign off		
Date	Name	Additional Comments
	Frances Senior	

NPCC Lead sign off		
Date	NPCC Lead Name	Additional Comments
	Sacha Hatchett	