

Forensic Services Quality Officer Job Family –Technical

Grade: D	Department: Forensic Services
Location: Headquarters/Home Working	Security Vetting: RV
Role Specific Requirements/ Restrictions:	Biometric Vetting
Role Specific Hazards:	Display Screen Equipment, Headsets
System Access Requirements:	External email, MyTrent Self Service, Duty Management System (DMS), Working Time Recording (WTR), ISO Quality Management System, All Force systems

Brief Description of your job, its main purpose and major tasks:-

To support the maintenance of the Quality Management System within Dyfed Powys Police Forensic Services.

Role Specific Tasks

1. To support the development and maintenance of the Forensic Services Quality Management System (QMS).
2. Deputise for the Quality Manager in their absence.
3. Assist the Quality and Technical Managers with the production of quality, technical, validation procedures and supporting documents and forms by providing advice and guidance.
4. Assist with the control and distribution of all external documents and quality procedures within the QMS. Liaise with Technical Managers to review and amend procedures and documents as required.
5. To assist with the planning of, and undertake an internal audit programme of technical methods and quality procedures against the requirements of the Forensic Regulator's Codes of Practice and Conduct, ISO standards and other relevant guidance.
6. To liaise with system owners, information asset owners, stakeholders and relevant staff to collate evidence and undertake audit work whilst providing advice and guidance relevant to the audits undertaken.
7. To manage non-conformances ensuring effective root cause analysis has been performed and appropriate corrective actions have been implemented within specified timeframes.
8. Present findings and prepare reports for the Head of Forensic Services, Senior Management, Quality Manager, Technical Managers, Governance Group and Stakeholders in a positive, constructive and logical way that clearly sets out the results obtained and identifies good practice as well as any areas where improvements can be achieved. Maintain relevant supporting evidence and raw data to support recommendations and findings.
9. Organise management review and quality meetings and act as secretary. Create and circulate agendas, take minutes and record actions as necessary.
10. To represent the force nationally and regionally at relevant seminars, forums and meetings related to quality management and accreditation, and in doing so, disseminate the learning from these.
11. To keep abreast of the Forensic Regulators Codes of Practice and Conduct, ISO Standards and other relevant guidance required within all relevant areas of business, current and future FSR and UKAS recommendations, reports and emerging assessment requirements, inspection programmes, providing strategic leads with relevant updates and support to respond to performance issues.
12. Where a task includes information and actions that involves another agency, there will be a need to gain a basic understanding of the procedures of the other organisations.
13. To develop a good understanding of police systems (including local Force systems), operational requirements and procedures and local and national requirements.
14. To undertake the transactional activities and administrative tasks as directed.

Role Generic Tasks

15. To communicate through the medium of Welsh to a level 1 standard or be prepared to achieve this within 6 months of appointment [Click [here](#) for the DPP Welsh Language requirements].
16. To deliver advice and guidance to the point of resolution.
17. To undertake activities and administrative tasks as required.
18. To provide an effective and efficient service to both internal and external customers ensuring confidentiality is maintained at all times.
19. To communicate effectively with internal and external customers.
20. To ensure force systems are maintained and updated effectively in line with business processes.
21. To ensure all work is undertaken is compliant with relevant legislation and force policies and procedures, keeping up to

date with emerging technologies and best practise.

23. To comply and act in accordance with relevant legislation, Dyfed-Powys Police Policies and protocols, including Code of Ethics, Development Assessment Profile (DAP), Equal Opportunities, Health & Safety, Management of Police Information, Data Protection and Information Security.

To view descriptors of the level of responsibility required of this role please [click here](#).

Note: This job description is provided to give post holders a broad outline of the job activities of this post. Dyfed-Powys Police may require other duties to be undertaken which are not necessarily specified on the job description but which are commensurate with the scale of the post. The job description may be amended from time to time within the scope and level of responsibility relevant to this post.

Skills / Attainments [to be evidenced on application]

Only evidence against these FIVE attainments on your application form

1. Must have effective written and oral communication skills, with an ability to communicate with people at all levels of the organisation (E)
2. Must have a proven ability to work effectively with a minimum of supervision, organising and prioritising own workload (E)
3. Must demonstrate proficiency at working to a high degree of accuracy and show attention to detail (E)
4. Must have ability to articulate and challenge findings in a courteous/constructive and informed manner (E)
5. Must be computer literate, proficient in the use of Microsoft Word and Excel (E)

Other skills / experience / knowledge needed for the role and may be assessed during the interview process

1. Must have prior experience or be prepared to work towards attaining the requisite skills for planning and undertaking compliance audits (E)
2. Must be able to identify, retrieve and interpret information from a variety of sources to produce reports to multiple audiences (E)
3. Must demonstrate a practical approach to problem solving (E)
4. Must have effective keyboard inputting skills (E)
5. Must be able to travel within the force area as required by the role (E)
6. Have a good understanding of ISO17025/17020 and the Forensic Science Regulators requirements, and demonstrate the ability to work in an environment which is compliant with these standards. (D)
7. Must have ability to prepare audit reports, whilst maintaining raw data to provide recommendations and a rationale (D)
8. Must possess a Diploma level qualification related to the specialist area, or have proven, relevant experience bringing the role holder to a comparable level (D)

KEY: (E) – Essential / (D) – Desirable

Please Note: At interview candidates will be assessed against the criteria detailed in the following link [Click here](#). Further details on the interview process are provided as part of the candidate information pack.