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| <b>Role title:</b>                          | Quality and Performance Officer     |
| <b>Grade &amp; salary:</b>                  | F/G £22,047 - £30,951               |
| <b>Working hours/shift pattern:</b>         | 37 hours per week, Monday to Friday |
| <b>Location:</b>                            | Arrow Centre, Hucknall, Nottingham  |
| <b>Post reports to:</b>                     | Quality Manager                     |
| <b>Suitable for job share or part time:</b> | Yes                                 |

**Other considerations (e.g. travel)**

This post services a five force collaboration of Derbyshire, Lincolnshire, Leicestershire, Northamptonshire and Nottinghamshire and will require the post holder to travel across the region to fulfil the role. They must hold a current valid driving licence and have access to their own vehicle. Casual mileage allowance will be paid.

Normal working hours are Monday to Friday but there will be a requirement to work flexibly to meet operational needs. All successful applicants will be required to submit themselves for a drug and alcohol testing in line with Forces Drug and Alcohol Policy.

Please note that due to the nature of the security checks undertaken, applicants must have 3 years continuous residency in the UK up to the date of the application and Home Office approval for indefinite leave to remain within the UK.

**Date last reviewed:** Oct 18

**Purpose and Description of Job Role:**

To assist with the implementation of the Quality Management System in accordance with requirements detailed within BS EN ISO IEC 17025, 17020 and the FSR Codes of Practice to obtain and maintain accreditation.

Providing specialist quality and analytical support to ensure the effective delivery of a comprehensive Quality Management System and performance network across the whole of EMSOU-FS, including Digital Forensics and CSI functions.



### Specific Roles and Responsibilities:

- To support the production and implementation of the Quality Management System (QMS) across EMSOU-FS and the wider forensic regional units in line with ISO 17025, 17020 and the FSR Codes of Practice and Conduct.
- To analyse, review and document processes across EMSOU-FS and operation units to support continuous improvement and standardisation.
- To support the maintenance of the QMS by conducting internal audits, reporting findings and ensuring timely effective corrective action implementation to the required standard.
- To ensure non-conformance are raised, investigated and appropriate action taken to the required standard.
- To support the maintenance of the QMS by holding regular Quality meetings with the units.
- To support accreditation audits (by UKAS) by ensuring all quality aspects are audit ready and to participate in surveillance and extension to scope audit activities.
- To help facilitate validation studies within the units and to ensure these are carried out to specifications detailed within ISO 17025 and the FSR Codes as applicable.
- To record feedback from customers and where required, ensure corrective actions are carried out within the individual units.
- To support the units in the review of proficiency testing data, identifying any issues and trends which require action.
- To support the maintenance of the electronic QMS, Vivaldi, to ensure users and access are maintained. Provide support in Vivaldi training to the units, ensuring users are sufficiently trained to ensure system usability.
- To ensure the correct control of documents, ensuring all changes are correctly formatted, assessed, approved and retained and that documents are published across EMSOU-FS in accordance with requirements.
- To facilitate the recovery, analysis and reporting of comprehensive performance data relating to all activities undertaken by EMSOU-FS, supporting the effective management of resources and budgets and informing future business priorities.
- Produce performance reports at individual, unit, force, regional and national level; collating presenting and analysing the data in order to provide narrative and produce reports and charts for distribution as required.

## Skills & Experience Required:

### Essential:

- Experience of working within an accredited Quality Standards Framework or a qualification in a subject related to Quality Management
- GCSE English language grade C or above or proven experience of receiving and preparing written communications/responding to enquiries and by preparation of documents
- GCSE Mathematics grade C or above, or have proven experience of preparation and maintenance of statistical data
- Able to demonstrate attention to detail and able to plan and organise time and prioritise work effectively
- Excellent communication and interpersonal skills having the ability to deliver information to a wide variety of audiences utilising a variety of formats
- Proven experience of liaising effectively with both internal and external departments, managers, colleagues and suppliers
- Proficient in the use of IT software packages, including MS Excel and Word to include using formulae, charts and graphs to present information
- To demonstrate the ability to be flexible and adapt to changing working situations and work loads
- Ability to work under pressure and deadlines

### Desirable:

- Experience of implementation of 17025/17020 Quality Standards
- Experience of participating in UKAS audits
- Experience in the writing of procedures
- Experience in the investigation of non-conformances, root cause analysis and resolution of corrective actions
- Training or experience within a forensic discipline
- Certified internal auditor and/or experience of conducting internal audits
- Working knowledge of Forensic Case Management Systems
- Qualification or significant proven experience relating to performance reporting within the workplace, to include data collection, interrogation of systems and interpretation
- Training in the writing of reports for the recovery of data from management systems.

Our principles

Doing the right thing   Making a difference   Shaping the future



## Personal Qualities:

We have identified nine competencies that help describe what effective behaviour looks like in Derbyshire Constabulary. These competencies illustrate how we put our Force's guiding principles into practice so that everyone understands what is expected of them in their day-to-day work:

**Acting with Integrity:** Is trusted and respected by others and is known as someone who does what they say they'll do. Understands the impact and consequences of doing (and being seen to do) the right thing, is happy to raise concerns and will challenge inappropriate or unethical behaviour.

**Working with Others:** Works to develop a positive team spirit and appreciates the value different backgrounds and experience can contribute to team success. Is approachable and inspires others to do their best. Treats others with dignity and respect, and maintains a positive, friendly outlook. Appreciates the contributions of others – and lets them know.

**Problem Solving & Innovation:** Uses experience, creativity and common sense to solve problems practically and innovatively. Makes sure they fully understand the problem, its cause and implications. Seeks the input and views of others. Weighs up options to make sure the solution they choose is the most effective and makes good decisions in a timely way.

**Planning and Organising:** Is clear about their goals and creates plans and processes that are targeted at the right priorities – those that will truly deliver the most value. Copes well with change and uncertainty, knows that it's not always possible to get the full picture or remove every risk before taking action.

**Communicating & Influencing:** Presents written and verbal communication in a clear and effective way. Puts across points of view persuasively, but keeps an open mind and is willing to change their position if sound arguments are presented back.

**Personal Development:** Takes opportunities to improve their skills, knowledge and experience. Gives and seeks constructive feedback to help them and others develop successfully.

**Delivering Results:** Delivers what is needed when promised. Enjoys adding value, knows what needs to be done and stays focused. Identifies issues or obstacles that could prevent or delay getting things done and takes appropriate action.

**Customer Focus:** Knows how they personally support the service we provide to the public. Is absolutely passionate about adding value for the public and internal stakeholders, improving processes and removing unnecessary cost and waste. Understands how their attitude and behaviour impacts on public perception of the service we provide.

**Operational & Technical Awareness:** Keeps well-informed and knows what internal and external factors could impact on our performance. Promotes and pushes activity that improves performance and our service to the public. Is knowledgeable and effective in their area of expertise.

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