

JOB DESCRIPTION



Role title:	Quality and Performance Officer
Grade and salary:	Grade H (£29,433 - £36,177)
Hours:	37 hours per week
Additional Allowances:	None
Location:	Ripley, Headquarters / Agile
Post reports to:	Accreditation Quality Manager
Suitable for job share or part-time:	Yes
Other considerations:	<p>Normal working hours are Monday to Friday but there will be a requirement to work flexibly to meet operational needs.</p> <p>All successful applicants will be required to submit themselves for drug testing in line with the Force's Drug Policy.</p>

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 Derbyshire, including Digital Forensics, FCIN and CSI functions.

SPECIFIC ROLES AND RESPONSIBILITIES:

- To support the production and implementation of the Quality Management System (QMS) across Derbyshire 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 Derbyshire 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 Case Management 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 Derbyshire in accordance with requirements.
- To facilitate the recovery, analysis and reporting of comprehensive performance data relating to all activities undertaken by Derbyshire, 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 AND 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