Job Description

Title: Technical Manager
(Vehicle Forensics and Level 3 specialist extraction and examination methods)

Post Number:	HI768
Grade /Scale:	PO32 £35,223-37,953 (SCP 29-32)
Weekly Hours:	37
Department:	Digital Hub
Location Work Base:	Force Headquarters, Leicester
Status:	Established
Responsible To:	Digital Media Co-ordinator
Job Role/Purpose:	To ensure that Digital Forensic Science Activity (FSA) is delivered effectively, efficiently and to a high standard of quality, on behalf of Leicestershire Police and the people of Leicester, Leicestershire and Rutland, to the Criminal Justice System and other applicable Law Enforcement Agencies, through the development of staff, methods and processes, in adherence to ISO 17025 & 17020 standards and the Forensic Science Regulator's Code of Conduct
Health and Safety:	To comply with the health and safety policy and its associated procedures and co-operate with your manager and the force to protect your health and safety and that of other people. To comply with the relevant risk assessments for your job role and report accidents, incidents and near misses.
Contacts:	Peers within the department, senior police officers, Leicestershire Police colleagues, regional / national counterparts, external law enforcement agencies, CPS, partner agencies and suppliers.
Equality and Diversity:	Actively advance diversity /equality, work towards eliminating discrimination, harassment and victimisation and foster good relations between all groups of people.

Challenges:

- The rate of change of technology.

- Maintaining a timely and efficient method of validation.

- Influencing staff to ensure that quality is built in to applicable products and services for customers from submission to completion.

- Ensuring the Competency levels of staff are met and maintained in a detailed and timely manner.

- Establishing a good working relationship with all staff that encourages cooperation and teamwork instead of conflict and avoidance.

- Ensuring continued compliance with the requirements of:

    - The Forensic Science Regulator's Code of Practice

- The Code of Conduct for Forensic Science Practitioners
- ISO/IEC 17025 & 17020
- Modules in a Forensic Science Process (ILAC-G19)

- Ensuring continued support and commitment from Senior Management.

- Potential exposure to illegal / distressing material / imagery.

Authority:

The Technical Manager has the authority to:

- Monitor product and service offerings for Digital FSA.

- Implement internal processes and procedures and ensure adherence to quality standards within Digital FSA.

- Monitor Service Level Agreements and their associated metrics.

- Take appropriate action to ensure that quality is maintained and continuously improved throughout the Force for provision of Digital FSA.

Person Specification

Knowledge, Skills & Abilities

Essential Criteria
A clear definition of the necessary criteria.

Knowledge/ Education (including qualifications):

- Educated to degree level in Forensic Computing/Computer Science, or have proven substantial and relevant experience that is to a similar standard and synonymous with Digital FSA.

Work Experience:

- Experience of digital device examinations to an advanced level of competency.

- Extensive experience in the use of a wide range of IT systems gained in a forensics role, including a good understanding of computer architecture, hardware and protocols.

- In depth knowledge and experience of International Standards and relevant guidance material: ISO/IEC 17025 & 17020 and the Forensic Science Regulators Code of Practice.

Personal/Interpersonal Skills, Aptitudes:

- Demonstrate a high level of self-motivation and take personal responsibility for proactively problem solving and working on own initiative.

- Demonstrate an understanding and commitment to Continuous Professional Development, ensuring technical competencies and expertise are kept up to date with industry developments.

- A confident communicator in both verbal and written skills including report-writing, with a personable, professional manner and the ability to interact and relate to all levels of staff and officers.

- Highly developed interpersonal skills demonstrating the ability to build and maintain good working relationships with all appropriate internal and external stakeholders.

- Ability to effectively absorb technical information, evaluate, prioritise and respond to changing operational situations.

- Adopt a methodical approach to detail whilst working to strict procedures and protocols, identifying and recommending improvements where necessary.

- Act with integrity and demonstrate an understanding and respect for the opinions and needs of others in line with the Force's Equality and Diversity Policy.

Other:

- To hold a full UK driving licence.

* Reasonable adjustments will be considered under the Equalities Act 2010.

Desirable Criteria
Where available, elements that contribute to improved / immediate performance in the job.

Knowledge/Education (including qualifications):

- Hold a recognised Forensics qualification or have completed recognised Foundation, Intermediate and Advanced courses synonymous with Digital FSA.

Work Experience:

- Have knowledge and experience of working in and leading a team in a recognised quality management, forensics or other heavily regulated and audited environment.

- To have worked within a police environment and have an understanding of the investigative role.

Special Skills:

- Demonstrate specific skills in one or more software applications synonymous with Digital FSA.

* Reasonable adjustments will be considered under the Equalities Act 2010.

Core Responsibilities/ Accountabilities

Operational:

The core responsibilities of the post holder are to:

- Deliver and maintain ISO 17025 & 17020 accreditation in line with; the Forensic Science Regulators Code of Conduct, legislation, and local, regional and national policy.

- Ensure that all aspects of the Quality Management System (QMS) are adhered to within Digital FSA.

- Deliver continuous improvement of departmental performance, including the completion of and corrective actions arising from internal Audits, general problem solving, and trend analysis.

- Maximise opportunities to use and develop best practice, working with other police forces and the private sector.

Management/Leadership:

- Be the force lead on technical matters in relation to the QMS for Digital FSA.

- Provide services as a technical SPOC and/or Expert in the area of specialism synonymous with the role as appropriate.

- Ensure the competency of staff who undertake Digital FSA is maintained, by identifying training needs and performing mentoring as required, and evidencing competency assessments in a timely manner.

- Evaluate the risk of non-conformance, and support enforcing the suspension and/or resumption of technical operations within Digital FSA where necessary.

- Withhold examination reports/statements following the identification of non-conforming work where necessary.

Technical:

- Develop and maintain Forms, Working Instructions, Technical Procedures and other relevant documentation regarding forensic tools and equipment.

- Develop and maintain Validation and test/calibration processes to ensure that all equipment and methods used for the FSA are fit for purpose.

- Investigate technical anomalies and discrepancies arising from forensic tools and methods in the lab / area of specialism synonymous with the role, liaising with providers where necessary, to identify root cause and significant implications for other cases, presenting findings as evidence where necessary.

- Develop and maintain Quality Check processes such as peer review and/or dip sampling, to ensure non-conformances are negated or limited, quality is enhanced and efficiency is optimised in the lab / area of specialism synonymous with the role.

Communication:

- Develop working practices and processes with supervisors and communicate changes to staff.

- Advise supervisors and stakeholders on technical matters and strategy, including emerging technologies and tactics to be assimilated, integrated and introduced within the department.

General:

- Maintain competency by completing examinations / investigations commensurate with the relevant practitioner job description(s) for the Digital FSA that you are Technical Manager for.

Personal Values /Competencies

The competency and values framework set out nationally recognised behaviours.

The framework has 6 Competencies – each competency can be split into 3 levels to fit around policing and non-policing roles see here: Competency and Values framework

We analyse critically
We are innovative and open-minded

We are emotionally aware
We take ownership
We are collaborative
We deliver, support and inspire

All competencies are underpinned by 4 Values that should underpin everything that we do:

Integrity
Impartiality
Transparency
Public Service

Other

Security Check Levels refer to vetting for the specific levels that relate to this job role:

Management Vetting MV

Please note that due to the nature of security checks undertaken, applicants must have 5 years continuous residency in the UK up to the date of application.

Car User: Yes