

JOB DESCRIPTION



Role title:	Quality and Performance Officer
Grade and salary:	H (£29,443 - £36,171)
Hours:	37 hours per week
Department or Division:	East Midlands Special Operations Unit
Location:	Based at Arrow Centre, Hucknall Nottingham
Post reports to:	Quality Manager
Suitable for job share or part-time:	Yes
Other considerations:	All successful applicants will be required to submit themselves for drug testing in line with the Force's Drug Policy.
Date last reviewed:	March 2023

PURPOSE AND DESCRIPTION OF JOB ROLE:

Working as part of the Quality Unit, support the implementation and compliance of quality standards in line with the Home Office Forensic Science Regulators Code of Practice.

Provide specialist support to the forensic units requiring accreditation, enabling them to gain and maintain accreditation to the required international standards (ISO 17025 and/or 17020).

SPECIFIC ROLES AND RESPONSIBILITIES:

- Inform and support the implementation of the quality and technical requirements of ISO 17025 and/or ISO 17020 into the forensic disciplines within the designated forensic unit portfolio.
- To manage and chair the regular Quality Meetings within the portfolio units to support the maintenance of accreditation and the QMS.
- To be the SPOC for the units in their portfolio for any quality and accreditation queries.
- To work with the portfolio units to develop accreditation implementation plans, to be integrated into the wider EMSOU-FS accreditation plan held by the Quality Manager/Head of Quality.
- To be a trained auditor and carry out internal quality-based audits for any forensic unit as per the master schedule, reporting findings and ensuring timely effective corrective action implementation to the required standard.

- To support surveillance and initial assessment audits (by UKAS) by ensuring all quality aspects of the portfolio units are audit ready. Including the submission of the required documentation.
- To assist the Quality Manager in UKAS audits by attendance at either the QMS or Technical audit as required.
- Manage the progression of the UKAS audit actions, ensuring all actions are allocated to the appropriate personnel and sufficient action is being taken to rectify the finding.
- Responsible for the collation of all evidence to close out the findings and completion of UKAS paperwork to return to UKAS by the agreed deadline.
- To ensure that any non-conforming work (NCR) highlighted within the portfolio units, is officially raised, investigated and appropriate action taken to the required standard by the units. This may involve liaising with external FPS's to ensure resolution.
- Review open NCR within the unit Quality Meetings, to ensure they are being managed and progressed in a timely manner, raising any issues with the Quality Manager.
- Responsibility for the sign off non-conforming work reports raised within the portfolio units.
- To assess and record feedback from customers and where required, ensure corrective actions are carried out within the portfolio units.
- Manage the EMSOU-FS Quality email in-box as part of the rota, assisting in any queries which arise across the 5 Forces.
- To have administration access to the eQMS to carry out the addition and deletion of users and maintenance of organisational groups.
- To be a 'super user' of the eQMS and to assist in the development of new areas of use and the maintenance and update of existing areas.
- Highlighting and registering of issues with the vendor regarding the eQMS.
- To carry out training of the eQMS for licenced users within the portfolio units.
- To carry out internal auditor training across the portfolio units.
- To carry out Quality training for all new Technical Managers across the portfolio units.
- 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 review validation plans and reports within the portfolio units and to ensure these are carried out to specifications detailed within the relevant standards as applicable.
- To final review the unit's evaluation of proficiency testing data, ensuring any issues and trends have been identified and appropriate action taken. Manage the PT spreadsheet and ensure all relevant tests, reports and evaluation are available.
- To manage the evaluations of suppliers used by the portfolio units, ensuring the units have completed these sufficiently.
- Produce performance reports at individual, unit, force, regional and national level as required by the portfolio held; collating and presenting the data in reports and charts for distribution as required.

SKILLS AND EXPERIENCE REQUIRED:

Essential:

- Experience of working within an accredited Quality Management System
- Educated to GCSE min. grade C/4 in English Language and Maths or equivalent and/or have experience of working in a post that requires the use of English Language and Maths to that standard
- Excellent communication and interpersonal skills and the ability to deliver information to a wide variety of audiences utilising a variety of formats
- Experience of liaising effectively with both internal and external departments, managers, colleagues, and suppliers
- Experience and knowledge of using Microsoft Office including Word and Excel to include using formulae, charts, and graphs to present information
- Ability to work flexibly and adapt to constantly changing working situations and workloads
- Have good time management skills and ability to work to tight deadlines
- Have a good eye for detail and are comfortable and confident in highlighting noncompliance
- As this role involves a significant amount of time away from the Quality Unit either working from home or at the portfolio units, it is essential that you can manage your own workload and be able to work unsupervised
- Have a full UK driving licence and use of own vehicle for business use

Desirable:

- Experience of implementation of 17025 and/or 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
- To have training or experience within a forensic discipline
- To be a certified internal auditor and/or experience of conducting internal audits
- Have experience in the writing of reports for the recovery of data from management systems

PERSONAL QUALITIES:

We have identified nine competencies that help describe what effective behaviour looks like in Derbyshire Constabulary. These competencies illustrate how 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 and 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 create 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 and 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 and 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.