ROLE PROFILE

BEDFORDSHIRE POLICE
Protecting People and Fighting Crime
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Role Title:	**Triage Technician**
Rank/Grade:	**SC5 – SO1**
Job Family:	**Cyber Crime Unit**
Reporting to:	**Digital Forensic Unit Supervisor**
Main purpose of the role:	Supporting Bedfordshire Police in achieving its objectives by conducting digital forensic examinations as required to support cyber dependant and enabled criminality and the examination of digital media throughout the force. Role holder to contribute to achieving the vision, purpose and values of Bedfordshire Police.

Key Responsibilities

- Disassemble computers, laptops and other digital devices to access their storage drives.
- Use digital forensic software to carry out initial triage of exhibits to establish if device contains evidential data.
- Acquire storage drives to an evidential standard in compliance with ISO 17025, relevant legislation, policy, protocols and codes of practice.
- Conduct early stages of investigations using relevant legislation, policies, procedures, legal requirements and within required timescales.
- Produce auditable notes on all actions carried out.
- Deliver evidence orally in court in order to contribute to judicial processes.
- Provide specialist advice and knowledge to colleagues, partners, other individuals and agencies to support organisational objectives and compliance with policy.
- Maintaining up to date technical knowledge and emerging digital devices to provide specialist advice and knowledge to colleagues, partners, other individuals and agencies to support organisational objectives and compliance with policy.
- Manage and update unit work schedules.
- Responsibility for ensuring equipment and software licences are current.
- Ensure work is completed within ISO17025 and the Forensic Regulator Codes.
- To assist with the mentoring and development of new and existing colleagues as required.

Financial e.g. limits/mandates	Non-financial e.g. staff responsibility
• None	• None

Agile Working	N/A
Psychological Assessment	N/A
Return on Investment	N/A

Entry Requirements

Essential
- Knowledge of MS office in particular Word, Excel and Access.
- Experience and use of a wide range of IT systems.
- You will have a good standard of written and verbal communication for correspondence and reports and be able to speak to people face to face or over the telephone clearly and concisely.
- Knowledge of or experience in computer assembly. A knowledge of the components within a computer and able to identify relevant parts.
- Able to work with minimum supervision.
- Self-motivated and able to administer your own workload.
- Able to communicate confidently

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Desirable
- Experience in handling, screening, triaging and logging exhibits; this will involve disassembling digital devices and using software applications to forensically acquire data.
- Current experience in Computer Forensics, evidenced by either an academic qualification or vocational experience at the appropriate level.
- Knowledge of Police Investigations in terms of undertaking Digital Data Recovery.
- Knowledge and accreditation – Computer Forensics – Encase Foundation+, Core Data Recovery and evidence of other training in digital forensic examination programmes, such as FTK and similar for the accessing and extraction of digital data.
- Knowledge of RIPA, Computer Misuse Act, ECHRA and DPA Legislation.

Any other General Requirements/Scope
- This role requires the post holder to have the ability to travel to different locations across Bedfordshire.
- If using a private vehicle then business insurance needs to be organised by the individual.
- The post holder will occasionally be required to work additional hours.
- Vetting is required, as advised by the Vetting Unit.
- The post holder will be expected to undertake training as and when required.
- The post holder will be expected to comply with health and safety requirements.

Obligatory Requirements
- Before commencement of this appointment, this role is subject to medical assessment. For some roles health screening or surveillance may be required on a regular basis, as identified by line manager risk assessments.
- There is a requirement for the role holder to meet the probationary objectives set.

ROLE PROFILE

SC5 and SC6 Personal Qualities (Behavioural Competencies)
Technical Skills and Behavioural competencies may be used for promotion / recruitment / selection / PDR processes

We are emotionally aware

I treat others with respect, tolerance and compassion. I acknowledge and respect a range of different perspectives, values and beliefs within the remit of the law. I remain calm and think about how to best manage the situation when faced with provocation. I understand my own emotions and I know which situations might affect my ability to deal with stress and pressure. I ask for help and support when I need it. I understand the value that diversity offers. I communicate in clear and simple language so that I can be easily understood by others. I seek to understand the thoughts and concerns of others even when they are unable to express themselves clearly.

We take ownership

I actively identify and respond to problems. I approach tasks with enthusiasm, focusing on public service excellence. I regularly seek feedback to understand the quality of my work and the impact of my behaviour. I recognise where I can help others and willingly take on additional tasks to support them, where appropriate. I give feedback to others that I make sure is understandable and constructive. I take responsibility for my own actions, I fulfil my promises and do what I say I will. I will admit if I have made a mistake and take action to rectify this. I demonstrate pride in representing the police service. I understand my own strengths and areas for development and take responsibility for my own learning to address gaps.

We are collaborative

I work cooperatively with others to get things done, willingly giving help and support to colleagues. I am approachable, and explain things well so that I generate a common understanding. I take the time to get to know others and their perspective in order to build rapport. I treat people with respect as individuals and address their specific needs and concerns. I am open and transparent in my relationships with others. I ensure I am clear and appropriate in my communications.

We deliver, support and inspire

I take on challenging tasks to help to improve the service continuously and support my colleagues. I understand how my work contributes to the wider police service. I understand it is part of my collective responsibility to deliver efficient services. I take personal responsibility for making sure that I am working effectively to deliver the best service, both individually and with others. I am conscientious in my approach, working hard to provide the best service and to overcome any obstacles that could prevent or hinder delivery. I support the efficient use of resources to create the most value and to deliver the right impact. I keep up to date with changes in internal and external environments. I am a role model for the behaviours I expect to see in others and I act in the best interests of the public and the police service.

We analyse critically

I recognise the need to think critically about issues. I value the use of analysis and testing in policing. I take in information quickly and accurately. I am able to separate information and decide whether it is irrelevant or relevant and its importance. I solve problems proactively by understanding the reasons behind them, using learning from evidence and my experiences to take action. I refer to procedures and precedents as necessary before making decisions. I weigh up the pros and cons of possible actions, thinking about potential risks and using this thinking to inform our decisions. I recognise gaps and inconsistencies in information and think about the potential implications. I make decisions in alignment with our mission, values and the Code of Ethics.

We are innovative and open-minded

I demonstrate an openness to changing ideas, perceptions and ways of working. I share suggestions with colleagues, speaking up to help improve existing working methods and practices. I constantly reflect on my own way of working and periodically review processes and procedures to make continuous improvements. I adapt to change and am flexible as the need arises while encouraging others to do the same. I learn from my experiences and do not let myself be unduly influenced by preconceptions.

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SO1   Personal Qualities (Behavioural Competencies)
Technical Skills and Behavioural competencies may be used for promotion / recruitment / selection / PDR processes

We are emotionally aware

I consider the perspectives of people from a wide range of backgrounds before taking action. I adapt my style and approach according to the needs of the people I am working with, using my own behaviour to achieve the best outcome. I promote a culture that values diversity and encourages challenge. I encourage reflective practice among others and take the time to support others to understand reactions and behaviours. I take responsibility for helping to ensure the emotional wellbeing of those in my teams. I take the responsibility to deal with any inappropriate behaviours.

We take ownership

I proactively create a culture of ownership within my areas of work and support others to display personal responsibility. I take responsibility for making improvements to policies, processes and procedures, actively encouraging others to contribute their ideas. I am accountable for the decisions my team make and the activities within our teams. I take personal responsibility for seeing events through to a satisfactory conclusion and for correcting any problems both promptly and openly. I actively encourage and support learning within my teams and colleagues.

We are collaborative

I manage relationships and partnerships for the long term, sharing information and building trust to find the best solutions. I help create joined-up solutions across organisational and geographical boundaries, partner organisations and those the police serve. I understand the local partnership context, helping me to use a range of tailored steps to build support. I work with our partners to decide who is best placed to take the lead on initiatives. I try to anticipate our partners' needs and take action to address these. I do not make assumptions. I check that our partners are getting what they need from the police service. I build commitment from others (including the public) to work together to deliver agreed outcomes.

We deliver, support and inspire

I give clear directions and have explicit expectations, helping others to understand how their work operates in the wider context. I identify barriers that inhibit performance in my teams and take steps to resolve these thereby enabling others to perform. I lead the public and/or my colleagues, where appropriate, during incidents or through the provision of advice and support. I ensure the efficient use of resources to create the most value and to deliver the right impact within my areas. I keep track of changes in the external environment, anticipating both the short- and long-term implications for the police service. I motivate and inspire others to achieve their best.

We analyse critically

I ensure that the best available evidence from a wide range of sources is taken into account when making decisions. I think about different perspectives and motivations when reviewing information and how this may influence key points. I ask incisive questions to test out facts and assumptions, questioning and challenging the information provided when necessary. I understand when to balance decisive action with due consideration. I recognise patterns, themes and connections between several and diverse sources of information and best available evidence. I identify when I need to take action on the basis of limited information and think about how to mitigate the risks in so doing. I challenge others to ensure that decisions are made in alignment with our mission, values and the Code of Ethics.

We are innovative and open-minded

I explore a number of different sources of information and use a variety of tools when faced with a problem and look for good practice that is not always from policing. I am able to spot opportunities or threats which may influence how I go about my job in the future by using knowledge of trends, new thinking about policing and changing demographics in the population. I am flexible in my approach, changing my plans to make sure that I have the best impact. I encourage others to be creative and take appropriate risks. I share my explorations and understanding of the wider internal and external environment.