



ROLE PROFILE

Role Title:	Quality Principal
Rank/Grade:	(B) SO1 (C) SO1 (H) A4 (non-supervisory)
Job Family:	Business Support
Reporting to:	BCH SSU Quality Manager
Main purpose of the role:	To enable organisational compliance with the Home Office Forensic Science Regulators Statement of Requirements, and to work with the BCH Scientific Services Unit Quality Department in delivering ISO 17025 and/ or ISO 17020 accreditation in to the forensic units required to achieve accreditation.

Key Responsibilities

- To support the BCH SSU Quality Manager in implementing quality and technical requirements of ISO 17025 or ISO 17020 accreditation into forensic disciplines.
- To assist the Quality Manager in the development of accreditation implementation plans and timelines. Sustain a pre-determined portfolio for the progress, delivery and maintenance of specific accreditation projects.
- Conduct quality and/ or technical gap analysis audits of accredited/ non-accredited forensic disciplines against clause requirements ISO 17025/ 17020, ILAC G19, Forensic Science Regulators Codes of Conduct and associated appendices.
- Monitor and update e-quality software to ensure systems are being effectively managed and ensure that requirements of the generic technical procedures are continually adhered to.
- Work with Technical Management in the collation of validation data and production of validation reports to help determine intended accredited processes and competencies and to ensure progress against timelines is maintained during the accreditation process.
- Manage non-conformances through effective root cause analysis and corrective action using the BCH SSU quality management system and develop evaluation plans to verify accuracy of corrective actions and measure risk of recurrence.
- Provide generic technical quality systems and procedure training to Technical Management and practitioners when required.
- Identify equipment that falls within calibration requirements, verify accreditation suitability of supplier and ensure measurement traceability to known national or international standards.
- Support the Quality Manager in actively identifying and promoting quality and technical continual improvement opportunities.
- Provide support to all customers (internal and external) on technical accreditation requirements and issues.

Agile Working	To be confirmed
Psychological Assessment	To be confirmed
Return on Investment	To be confirmed

Financial e.g. Limits/Mandates	Non-Financial e.g. Staff Responsibility
• None	• None

Entry Requirements

- Must have a scientific/ forensic background through i) relevant A-level / degree ii) industry experience
- Must be able to evidence project management experience
- Must have excellent oral and written communication skills, including the ability to produce clear & concise management system reports
- Must have excellent interpersonal skills with the ability to work effectively with people at all levels and with different levels of technical understanding
- Excellent organisational skills and ability to plan and prioritise workload
- Excellent IT skills including Microsoft Office
- Relevant quality and technical experience of working within an successfully accredited quality environment



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- An understanding of International Accreditation Standards: BS EN ISO/IEC 17025 and BS EN ISO 17020
- Experience of UKAS initial assessment and surveillance programmes
- Experience of implementing proficient and lean technical quality control measures
- Experience of in-house and external proficiency testing mechanisms and providers

Any other General Requirements/Scope

- This role requires the post holder to have a valid UK driving licence as they will need to travel to existing accredited sites, and business areas seeking accreditation which are located throughout the collaboration.
- 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.



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Personal Qualities (Behavioural Competencies)

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.