



## ROLE PROFILE

<b>Role Title:</b>	<b>Quality Assistant</b>
<b>Department/Unit:</b>	<b>Serious and Organised Crime Group</b>
<b>Rank/Grade:</b>	<b>A4 (non-supervisory)</b>
<b>Reporting to:</b>	<b>Quality Manager</b>
<b>Main purpose of the role:</b>	To work with the Quality Manager in delivering compliance with internal and external quality requirements, maintain a schedule of accreditation, and extend the scope of accreditation to include all digital activities within Hertfordshire Constabulary that require accreditation. To contribute to achieving the Force vision, purpose and values.

### Key Responsibilities

#### Supporting the Quality Management System (QMS)

- To support the QM implement and maintain compliance with ISO17025, ISO17020, ILAC G19, the Forensic Science Regulators Codes of Practice and Conduct and associated appendices, and any other Statutory requirements.
- To support the QM develop accreditation plans and timelines, to bring all digital activities conducted within Hertfordshire Constabulary into the accreditation scope.
- To assist with assessment of regulatory updates, including undertaking gap analysis and implementation, and assisting departments fill any gaps identified.
- To support the QM, develop, implement, and maintain a holistic QMS, that incorporates rigorous planning, meaningful assurance, and reliable quality control.
- To work closely with Technical Management, to ensure standards and regulations are maintained in daily activities, and policies and procedures are being followed.
- To assist with the production, control, updating, and distribution of policies, procedures, and guidelines.
- To monitor, maintain, and populate, Case Management Systems, ensuring records are accurate, kept up to date, and auditable.
- To assist with analysis and review of the QMS performance, and generate reports related to this, including output required for Management Review.

#### Auditing & Assurance

- To support the audit programme by carrying out internal audits of both quality and technical procedures to ensure continued compliance with stated requirements, and identify improvement opportunities.
- To conduct reviews of internal audit reports, and ensure actions arising from audits are complete.
- To support and mentor trainee internal auditors.
- To assist with external audits and assessment, such as the requirements of UKAS inspection preparation, and fieldwork.
- To conduct quality assurance activities, such as reviews, spot checks, and sampling of records, to ensure continued compliance.

#### Non-conformance and Improvement

- Support digital departments address, record and manage non-conformance, through effective cause analysis and corrective action, to ensure issues are controlled, eliminated, and reoccurrence prevented.
- Conduct reviews of implemented actions to ensure effectiveness.
- Assist in actively identifying, and recording continual improvement opportunities, and support Technical Management, plan and implement improvements to services and operations.



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### Communication

- To act as a Quality Ambassador for the organisation, promoting, building, engaging, and developing a quality culture within digital departments, and their customers.
- To disseminate documentation, and communicate quality related matters when instructed, in order to raise personnel awareness.
- If required, to organise and attend relevant meetings both internally and externally. To take minutes on behalf of the QM.
- If required, to deputise for the QM in their absence.

### Financial e.g. Limits/Mandates

- None

### Non-Financial e.g. Staff Responsibility

- None

### Psychological Assessment

To be confirmed

### Return on Investment or Tenure

2-year tenure

### Homeworking or Agile Working

Can include some homeworking

## Entry Requirements

### Education, qualifications;

Either;

- A degree (or equivalent), preferably in a forensic, scientific, or computing subject
- A qualification, or certification in quality management or auditing

### Relevant Experience;

- A minimum of 1 year's work experience of;
  - Working within, creating, maintaining, or assessing an accredited quality management system
  - Quality control, assurance, and improvement activities
  - Internal and external assessment
  - Writing and developing processes and procedures
- An understanding of ISO standards (9001, 17025, 17020), the Forensic Science Regulators Codes, and ILAC G19.
- Good IT skills with advanced skills in Microsoft Office in particular Word, Excel, PowerPoint to enable the production of high-quality reports and presentations.

### Personal Qualities;

- Excellent oral and written communication skills, including the ability to produce clear and concise documented procedures, processes and policies.
- Excellent organisational and time management skills to work under pressure to meet specific deadlines
- Ability to work effectively with, and talk to, people at all levels and with different levels of technical understanding.
- Ability to tactfully and respectfully, positively influence others to change their ways of working and thinking, to ensure that quality standards are maintained and followed, whilst taking into consideration the challenges of others
- Be a creative thinker, innovative and able to problem solve.
- Be of the highest integrity, act impartially, professionally and respectfully.



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- Be open-minded, balanced, ethical and see the bigger picture.
- Be highly motivated, proactive, flexible and able to work on their own initiative with minimal direction and training

### Desirable;

- Experience of working within a digital forensic department
- Experience of working within a Police force
- Experience of UKAS initial assessment and surveillance programmes

### Any other General Requirements/Scope

- The post holder will be required to travel to different locations across Bedfordshire, Cambridgeshire, Hertfordshire and nationally for meetings/training events.
- The post holder will be required to work from different locations across Hertfordshire, nationally.
- If using a private vehicle then business insurance needs to be organised by the individual.
- The post holder may 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 may be subject to a 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.

## 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.



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### **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.