



ROLE PROFILE

Role Title:	Forensic Operational Support Officer
Rank/Grade:	Bedfordshire Scale 4/5, Cambridgeshire Scale 3/4, Hertfordshire A3
Job Family:	Professional
Reporting to:	Forensic Operational Support Team Supervisor
Main purpose of the role:	Supporting the Tri Force Forensic Operational Support Services Unit. Processing Forensic Provider statements/results, delivery notes and invoices. Developing Forensic Intelligence packages for Forensic identifications and monitoring their outcomes, and completing performance data as requested. Dealing with queries from forensic providers, Police Officers and Scenes of Crime Officers in respect of forensic evidence. Processing and the submission of PACE DNA and Forensic Exhibits to our Forensic Providers and NaBIS submissions. Reporting to Forensic Operational Support Team Supervisor. Contribute to achieving the vision, purpose and values of Bedfordshire Police, Cambridgeshire and Hertfordshire Constabularies.

Key Responsibilities	
<ul style="list-style-type: none"> Administration of forensic submissions to both internal and external providers. Dealing with daily collection of exhibits and returns from Forensic providers. Monitoring the continuity of exhibits ensuring that the integrity of exhibits is maintained. Processing delivery notes from forensic providers, auditing work and checking invoices from forensic providers. Processing evidential statements as to their value to the investigation and updating force systems. Ensuring all statements are passed onto the relevant staff. Produce Forensic Performance as required. Production, Intelligence development and management of Forensic Identification packages utilising current in force crime and intelligence systems. Dealing with submissions to the National Ballistic Intel Service (NaBIS) and updating the National Intel systems. Ensuring the accuracy of data being entered onto the NaBIS Database. Ensuring appropriate storage and integrity of exhibits for NaBIS. Responsibility for interrogating and updating all relevant computer based systems to maintain accurate National and Internal databases. Providing a point of contact in dealing with queries from external suppliers, laboratories and couriers. Dealing with forensic queries from both internal and external customers and liaising with Forensic providers ensuring problems are solved in a timely manner. Monitoring the performance of the Forensic Service Providers as required. Conducting daily administrative tasks as required. 	

Financial e.g. limits/mandates	Non-financial e.g. staff responsibility
<ul style="list-style-type: none"> None 	<ul style="list-style-type: none"> None

Entry Requirements
<ul style="list-style-type: none"> Good standard of education and effective communication skills Good computer literacy, with high levels of experience of computer packages is essential to monitor performance and budgets and understand appropriate reports and tracking systems. To have a detailed practical knowledge and applied understanding of procedures, systems and legislation involved in the use of forensic evidence in the criminal justice system and to provide advice to police officers, police staff and CPS when required. Ability to work accurately and show attention to detail and meet any departmental deadlines as required.



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- Knowledge and understanding on the National Forensic Framework Agreement.
- Knowledge of PACE DNA and interpretation of results from the National DNA Database and associated Home Office procedures.
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Any other General Requirements/Scope

- The post holder may be required to work from different locations other than the home station.
- The post holder may be required to work additional hours but this will be agreed in advance in conjunction with management and the post holder.
- Vetting 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



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Personal Qualities(Behavioural Competencies)

Serving the public

Demonstrates a real belief in public service, focusing on what matters to the public and will best serve their interests. Understands the expectations, changing needs and concerns of different communities, and strives to address them. Builds public confidence by talking with people in local communities to explore their viewpoints and break down barriers between them and the police. Understands the impact and benefits of policing for different communities, and identifies the best way to deliver services to them. Works in partnership with other agencies to deliver the best possible overall service to the public.

Openness to change

Positive about change, adapting rapidly to different ways of working and putting effort into making them work. Flexible and open to alternative approaches to solving problems. Finds better, more cost-effective ways to do things, making suggestions for change and putting forward ideas for improvement. Takes an innovative and creative approach to solving problems.

Service delivery

Understands the organisation's objectives and priorities, and how own work fits into these. Plans and organises tasks effectively, taking a structured and methodical approach to achieving outcomes. Manages multiple tasks effectively by thinking things through in advance, prioritising and managing time well. Focuses on the outcomes to be achieved, working quickly and accurately and seeking guidance when appropriate.

Professionalism

Acts with integrity, in line with the values and ethical standards of the Police Service. Takes ownership for resolving problems, demonstrating courage and resilience in dealing with difficult and potentially volatile situations. Acts on own initiative to address issues, showing a strong work ethic and demonstrating extra effort when required. Upholds professional standards, acting honestly and ethically, and challenges unprofessional conduct or discriminatory behaviour. Asks for and acts on feedback, learning from experience and developing own professional skills and knowledge. Remains calm and professional under pressure, defusing conflict and being prepared to step forward and take control when required.

Decision making

Gathers, verifies and assesses all appropriate and available information to gain an accurate understanding of situations. Considers a range of possible options before making clear, timely, justifiable decisions. Reviews decisions in the light of new information and changing circumstances. Balances risks, costs and benefits, thinking about the wider impact of decisions. Exercises discretion and applies professional judgement, ensuring actions and decisions are proportionate and in the public interest.

Working with others

Works co-operatively with others to get things done, willingly giving help and support to colleagues. Is approachable, developing positive working relationships. Explains things well, focusing on the key points and talking to people using language they understand. Listens carefully and asks questions to clarify understanding, expressing own views positively and constructively. Persuades people by stressing the benefits of a particular approach, keeps them informed of progress and manages their expectations. Is courteous, polite and considerate, showing empathy and compassion. Deals with people as individuals and addresses their specific needs and concerns. Treats people with respect and dignity, dealing with them fairly and without prejudice regardless of their background or circumstances.