



HERTFORDSHIRE
CONSTABULARY

ROLE PROFILE

Role Title:	Forensic Operational Support Officer
Rank/Grade:	(B) SC4/5 (C) SC3/4 (H) A3 (non-supervisory)
Job Family:	Business Support
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

- 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.

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

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

Entry Requirements

- 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.



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- 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.
- 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.

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 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

- To fulfil the requirements of the role it is mandatory to provide a DNA and / or fingerprint reference sample for anti-contamination purposes as soon as your employment commences.
- 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)

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.