



<b>Role Title</b>	Lead Quality Representative <b>(Intermediate level)</b>	<b>Reporting to</b>	Accreditation Officer
<b>Section</b>	Accreditation and Standards	<b>District/Department</b>	YatH Regional Scientific Support Services
<b>Tenure</b>		<b>Rank/Grade</b>	Scale 6

## Part A – JOB DESCRIPTION

<b>Overall purpose of role</b>	To support and maintain the mechanisms of the YatH RSSS Quality Management System (QMS) including the auditing of multiple forensic activities to evidence compliance with ISO and Forensic Science Regulator (FSR) standards and ensure UKAS accreditation is retained.
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<b>Key outputs for role –</b>
<ol style="list-style-type: none"><li>1. Lead by example and behave in line with the Police Code of Ethics ensuring that the force values and behavioural expectations are clearly understood and considered by managers, officers and staff in their decision making and actions; reinforcing and influencing them through all interactions and processes.</li><li>2. Organise, deliver and support a range of internal audit tasks covering the QMS and technical/forensic processes to evidence compliance with international and regulatory standards (e.g. ISO 17025, 17020, FSR Codes) identifying non-conformance, best practice and realising efficiency savings.</li><li>3. Record and discuss internal audit findings with department managers, technical leads and accreditation personnel in order to ensure non-conformances/observations/areas for improvement are understood, agreed and addressed in line with international and national legislation, regulations and force policies.</li><li>4. Investigate and identify root cause/s for non-conformances and complaints; accurately recording immediate containment actions, agreed corrective solutions and verification of effectiveness on Issue Reports; maintaining full auditable traceability as required by external assessors to meet ISO, FSR and ILAC requirements</li><li>5. Support the Accreditation Officers and Quality Manager (ISO requirement) during accreditation implementation projects, UKAS pre, initial and surveillance assessments ensuring allocated actions are completed promptly to meet the FSR timelines for accreditation.</li><li>6. Organise and record department level management review meetings as required by ISO standards; summarising pertinent information, detailing actions, responsibilities and following up departmental tasks to demonstrate compliance with FSR and ISO requirements.</li><li>7. Accurately and promptly maintain the QMS ISO LIVE data for allocated departments to allow trend analysis and immediate oversight for SLT and provide reassurance to external assessors (e.g. UKAS, FSR) that all legal and regulatory requirements are being adhered to in accordance with international standards and national guidelines.</li><li>8. Assist the Accreditation Officers and Quality Manager in the investigation of UKAS findings, closure of actions and provision of evidence to initially gain then continually maintain accreditation as required by the FSR Codes.</li><li>9. Support Department Managers and Technical Management (ISO requirement) in reviewing, maintaining and auditing all QMS documentation and records for specific business areas including change requests, risk assessments, method validation, SOP's, master document lists, training records, critical equipment lists, PT/ILC, supplier evaluation, competency records, dip-sampling and quality assurance plans.</li><li>10. Provide support to the Accreditation and Standards team on ad-hoc tasks/projects (e.g. TAC system audits, Independent investigations, FOI requests, mentoring/training of internal auditors)</li><li>11. With support from the Accreditation Officers, provide 1st line advice and guidance to department and Technical Management in relation to accreditation requirements, keeping abreast of changes in legislation, regulations and standards in order to maintain Force compliance.</li></ol>

**Dimensions** (Financial/Statistical/Mandates/Constraints/No. of direct reports)

- Providing support to 60 quality representatives auditing QMS and technical services provided across the Yorkshire and Humber region.
- Supporting and influencing managers and staff in various forensic/digital areas throughout Yath on compliance with the Yath Quality Manual, ISO 17000 standards and FSR Codes

**Work/Business contacts**

**Internal:** Department managers, supervisors and staff in designated Yath/RSSS/WYP business areas, Yath & WYP performance and IT departments.

**External:** UKAS Assessors, Other Police Force quality managers and representatives.

**Expertise in Role Required (At selection - Level 1)****Essential or Desirable**

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|---|-----------|
| • Demonstrable understanding of ISO 17000 standards with significant involvement in an ISO Quality Management System.   | Essential |
| • Formally trained and with proven experience as an internal auditor of ISO 17020/25 standards.   | Essential |
| • Excellent communication (verbal and written) and attention to detail skills to check, prepare, present reports and update QMS records   | Essential |
| • Practical experience of root cause analysis and identifying corrective action options.  | Essential |
| • Due to the nature of the role, must provide Biometric samples (fingerprints and DNA) for inclusion on the respective Police Elimination Databases for routine speculative searching purposes. | Essential |
| • Background in a science/technical discipline (ideally forensics).   | Desirable |
| • Project Management experience (preferably in an accredited discipline)  | Desirable |

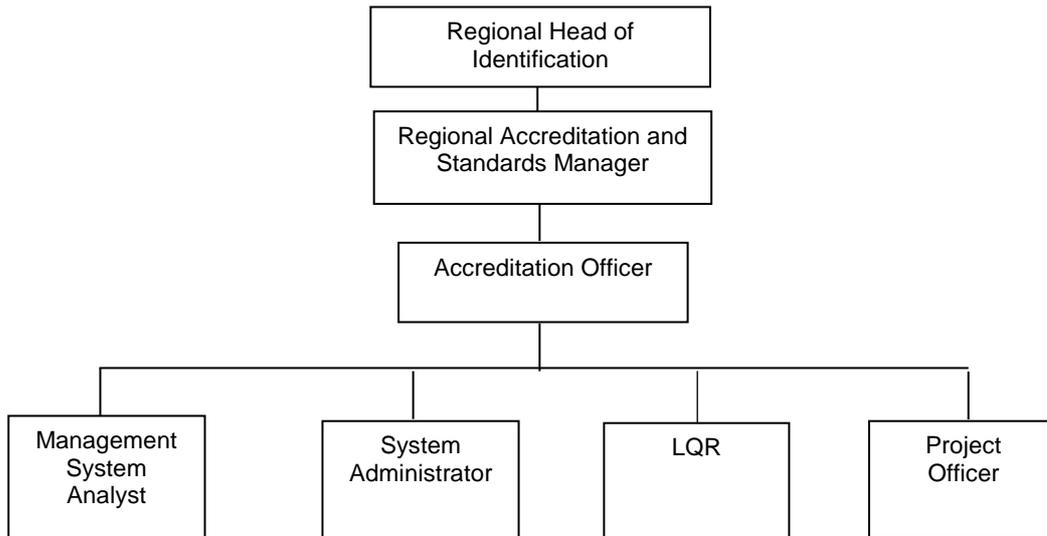
**Other (Physical, mobility, local conditions)**

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|--|-----------|
| • Ability and willingness to travel throughout the Yorkshire and Humber area as required | Essential |
| • Prepared to work flexible hours to meet the requirements of the department             | Essential |
| • Possession of a current, full driving licence  | Desirable |
| • Has access to own vehicle and is prepared to use it for business purposes.             | Desirable |

**Expertise in Role - After initial development - Level 2**

- Developed working knowledge of ISO1700, FSR and ILAC requirements.
- Demonstrated an unassisted ability to identify and rectify breaches of regulations/standards, propose corrective action and verify its effectiveness to closure
- Played a key supportive role in maintaining accreditation for a thematic area.
- Demonstrated competency to update QMS records to a high standard; identifying and reporting on trends

## Structure



## PART B – COMPETENCIES & VALUES

### Competency and Values Framework –

[http://www.college.police.uk/What-we-do/Development/competency-and-values-framework/Documents/Competency-and-Values-Framework-for-Policing\\_4.11.16.pdf](http://www.college.police.uk/What-we-do/Development/competency-and-values-framework/Documents/Competency-and-Values-Framework-for-Policing_4.11.16.pdf)

Level 1 –Practitioner

## PART C - DEVELOPMENT OF ROLE

### Expertise in Role (Advanced - Level 3)

- Played a key supportive role in gaining accreditation for a thematic area.
- Demonstrated ability and competency to train new LQR's

## PART D - ACCESS & VETTING

<b>Standard IT Access</b>	Default
<b>Police Building (Perimeter and Zone access)</b>	Perimeter to Access to Police Buildings where based
<b>Vetting Level</b>	Recruitment
<b>Date accepted as a role profile</b>	19/4/18