ROLE PROFILE

Role Title	Accreditation Officer (Intermediate)	Reporting to	Regional Accreditation and Standards Manager
Section	Accreditation and Standards	District/Department	YatH Regional Scientific Support Services
Tenure		Rank/Grade	POA

Part A – JOB DESCRIPTION

Overall purpose of role	Support the Regional Accreditation and Standards Manager (RASM) in the delivery and management of the YatH RSSS and WYP DFU Quality Management System (QMS), ensuring compliance with the requirements of current ISO standards (e.g. ISO 17020, 17025), the Forensic Science Regulators (FSR) Codes, International guidelines (ILAC G-19) and UKAS Technical Publications; providing Management Information, Case Management System and Project support to enable the provision of an efficient and effective forensic service to Police Forces in the Yorkshire and Humber region.

Key outputs for role –

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.

2. Proactively manage the performance, attendance and wellbeing of police officers and police staff against the required standards to ensure they are dealt with and supported in accordance with the correct policies and procedures.

3. Supervise members of the Accreditation and Standards team as directed by the RASM to ensure that priority tasks are progressed to meet the needs of the department.

4. Support the RASM in the development, maintenance and auditing of the QMS; through a scheduled audit programme of all processes including ISO LIVE data, providing a robust quality assurance service to demonstrate compliance with international and regulatory standards (e.g. ISO 17025, 17020, FSR Codes) identifying non-conformance, best practice and realising efficiency savings.

5. Provide 2nd line advice, guidance, induction and training to department managers, technical leads and internal auditors on all ISO/UKAS/FSR requirements and their associated responsibilities (ISO requirement) maintaining full auditable traceability as required by external assessors to meet ISO and ILAC standards.

6. Lead/support on investigations to identify root causes of non-conformances, complaints and issues; advising on immediate containment actions, agreed corrective solutions and verification of effectiveness, ensuring Issue Reports are accurate, concise and closed within agreed timescales; leading or supporting associated ad-hoc/scheduled queries (e.g. TAC system audits, FOI requests, UKAS costings).

7. Act as the key accreditation conduit on specific accreditation implementation/extension projects of thematic areas, as determined by the RASM, supporting the department, technical and quality managers on UKAS pre, initial and surveillance assessments ensuring allocated actions, findings and UKAS further evidence requests are completed promptly to initially gain and annually retain accreditation to meet the Forensic Science Regulators requirements and timelines.

8. Assist the Regional Accreditation Manager in the preparation of regulatory information for SLT level management review meetings (ISO requirement); collating and reviewing all necessary information (including feedback, complaints, internal audits, non-conformances, issue closure times, UKAS Publications, FSR Guidance, PT/ILC, quality assurance results, opinions and interpretations to demonstrate compliance with FSR and ISO requirements.

9. Keeping abreast of changes in legislation, regulations and standards including the review of UKAS publication amendments to identify updates, impact and risk to compliance; including consultation drafts on relevant guidelines, standards or policies; recording and monitoring of new/amended national publications and guidelines (e.g. FSR Legal Obligations v5) to ensure distribution to key personnel, collation and progression of consultation responses.

10. Train, support and supervise Lead Quality Representatives (LQR's) on all aspects of internal auditing, maintenance of QMS, Department level Management Review Meetings, investigations, and implementation of international and national standards and regulatory requirements (e.g. ISO 17020, 17025, FSR Codes, ILAC G-19, TPS 47 etc.

11. Review and implement authorised change requests to the Quality Manual; including assessment of the implications of the changes on other business areas with cognisance of new and draft standards/regulations/publications. Ensuring robust version control, distribution, traceability and archiving of the Quality Manual.

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

- Supervision of 15 staff responsible for SLT projects, KPI/SLA information and case management system
- Providing support and guidance to 60 quality representative auditing QMS and technical services provided across the Yorkshire and Humber region.
- Supporting and influencing YatH RSSS, WYP DFU and YatH ROCU personnel on compliance with ISO and FSR requirements

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Work/Business contacts

Internal: YatH RSSS SLT, managers, supervisors and staff, WYP DFU and YatH ROCU managers, supervisors and staff, Humberside, NYP, SYP and WYP performance and IT departments.

External: UKAS Assessors, Home Office representatives, Office of the Forensic Science Regulator, Other Police Force Quality Representatives, third party consultants

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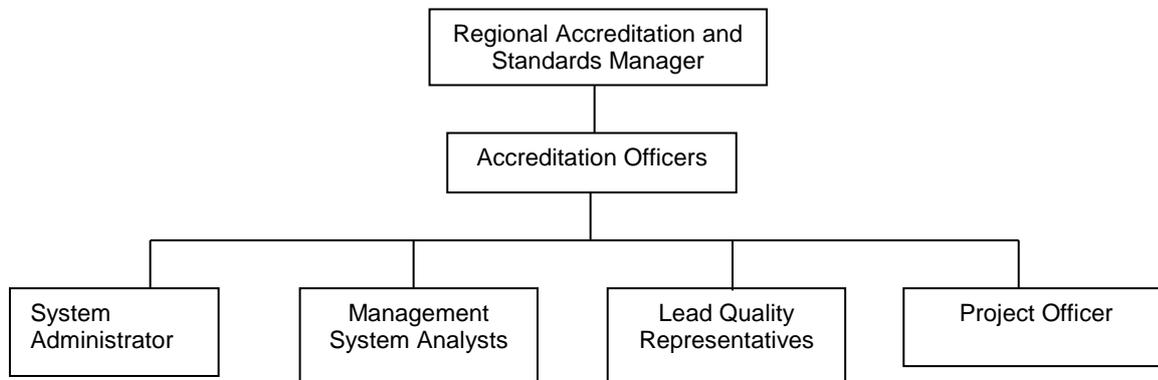| **Expertise in Role Required (At selection - Level 1)**	**Essential or Desirable**
Practical experience of implementing ISO 17020/25/FSR/ILAC-G-19 requirements in a forensic laboratory or similar regulated environment.	Essential
Formally trained 17020/25 auditor/assessor with experience of training internal auditors or Lead Quality Representatives under an ISO Quality Management System.	Essential
Proven influential and supervisory skills in a multi-discipline team	Essential
Excellent communication (verbal and written) and attention to detail skills to check, prepare, present reports and update QMS records.	Essential
Practical experience as instrumental decision maker on root cause, corrective action and non-conformances in an ISO 17000 QMS.	Essential
Project management experience	Desirable
Experience of authoring an ISO Quality Manual to UKAS standard	Desirable
Other (Physical, mobility, local conditions)	
Ability and willingness to travel throughout the Yorkshire and Humber region as required	Essential
Prepared to work flexible hours to meet the requirements of the department	Essential
Possession of a current, full driving licence	Essential
Due to the nature of the role, must provide biometric samples (fingerprints and DNA) as required to ensure ongoing inclusion on the relevant elimination databases for policing purposes.	Essential
Has access to own vehicle and is prepared to use it for business purposes.	
	Desirable

Expertise in Role - After initial development - Level 2
• Demonstrates a strong understanding of ISO, FSR, ILAC and UKAS requirements to achieve accreditation including interpretation for forensic activities.
• Has   been observed and deemed competent in several ISO Deputy Quality Manager key responsibilities including the amending and issuing of a Regional Quality Manual
• Proven ability to manage multiple projects including negotiating and influencing to achieve deadlines
• Played an instrumental role in gaining accreditation for a thematic area or extended scope
• Has taken sole responsibility for the investigation and effective closure of a high risk complaint/non-conformance

Structure

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            Regional Accreditation and
               Standards Manager
                       |
              Accreditation Officers
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   System       Management    Lead Quality   Project Officer
 Administrator  System Analysts Representatives
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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

Level 2- Supervisor/Middle Manager

PART C - DEVELOPMENT OF ROLE

Expertise in Role (Advanced - Level 3)

• Demonstrates a significant knowledge and understanding of ISO 17000 standards to advise the SLT on accreditation requirements

• Demonstrates sufficient knowledge and understanding of FSR, UKAS and ILAC requirements to represent YatH RSSS at regional and national events

• Has evidenced the skills and knowledge to carry out the ISO Deputy Quality Manager responsibilities without supervision

PART D - ACCESS & VETTING

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