

JOB DESCRIPTION

APPENDIX C

Before completing this form, please read the BTP 'Guide to writing job descriptions for Police Staff roles' Appendix B to the SOP.

A. POST DETAILS:

Job Title:	Quality Officer	Current Grade:	A006
Department:	SSU	Area:	FHQ
Reports To:	Quality Manager	No of Posts:	1
Level of vetting:	BV	Post Number:	

B. PURPOSE OF THE POST: *Why the post exists and what it has to achieve*

To support the Quality Manager in administering a quality framework to the operations of the Specialist Crime Department.

To fully support the management teams of the different departments within the Specialist Crime portfolio by providing specialist advice and guidance on all matters appertaining quality and accreditation systems.

To co-ordinate the whole portfolio's ISO series certification and accreditation process in terms of carrying out internal audits and ensuring the actioning of any non-conformances.

Be responsible for the administration of the Quality Management Systems within the Crime and Investigation Department and moving systems forward through continual service improvement.

C. DIMENSIONS OF THE POST *The key statistics associated with the post*

Financial – Direct or Non-Direct

None

Staff Responsibilities – Direct or Non-Direct

None

Any Other Statistical Data

None

REWARD

D. PRINCIPAL ACCOUNTABILITIES: *What the job is accountable for and required to deliver*

REWARD

To provide support and resilience to the Quality Manager to ensure that British Transport Police achieves its objectives and meets all requirements in relation to Quality Standards within the Specialist Crime Portfolio.

Act as the Deputy Quality Manager and take responsibility for any quality issues on behalf of the Quality Manager

To maintain and continuously develop knowledge and understanding of the different accredited unit's functions to ensure policies, practices, and procedures meet the requirements to the relevant Quality Standards and Legislation.

Able to work closely with different heads of departments within different specialisms, to ensure ISO standards are administered, maintained and support day to day activities to ensure compliance with ISO standards as well as maintaining the quality management system.

Follow set procedures to adequately control the business Process, conduct ISO internal audits and highlight any issues raised, recommending effective action to prevent re-occurrence, as well as conducting external audits in line with the requirements of the Force's Quality Standards.

To mentor new auditors to provide support following ISO audit training and conduct observations on fellow auditors to ensure compliance with ISO audit training. To also provide awareness training to staff in accredited units on the quality Management System and relevant Quality standards.

To help organise and provide support at annual ISO Management review meetings, ISO internal audits and external audits. Participate in UKAS assessments and surveillance visits, attend UKAS closing meetings and provide advice or guidance where appropriate.

To be a system administrator of the Quality Management System and ensure permissions are appropriate taking into consideration the requirements of ISO 17025/17020.

Assist with the production, control and updating and distributing of QMS policies, procedures and forms to people internally and externally in support of overall business goals.

Manage and handle the customer service process, distribute customer surveys, handle customer responses and aid in the follow up of any complaints. Be the SPOC for customer feedback performance data for the Quality standards within the Specialist Crime Portfolio.

Support the Quality Manager in actively identifying and promoting continual improvement opportunities throughout the department's business activities.

In conjunction with the Quality Manager, develop relationships and work closely with BTP officers, managers, staff and stakeholders to ensure a smooth and effective assessment of the relevant unit.

Ensure that communication takes place regarding updates, changes and the general effectiveness of the management system to all members of staff.

Maintain close links with external governing bodies

Demonstrate a strong commitment to delivering a high standard of service with an emphasis on Quality at all times.

REWARD

E. DECISION MAKING:

Make decisions

In regards to ISO procedures and quality standards and the way the portfolio needs to work to obtain and maintain accreditation and work towards such standards

Significant say in decisions

Recommend areas for improvement in business processes.

F. CONTACT WITH OTHERS: *The frequent contacts the post holder has with others and for what purpose*

Internal

The work of the post holder involves liaison with all officers and staff within the force

External

The post holder will expect to have contact with Auditing suppliers, UKAS, Forensic Regulator, Home Office, other Forces and any other interested parties as appropriate to fulfill the duties.

G. REQUIREMENTS: *The skills, knowledge, experience, qualifications and training required to perform the job.*

Essential Criteria:

Qualifications and Training:

To hold a degree at 2:2 or equivalent

Internal auditing training

Attend an accredited ISO 17025 assessors training course

Experience:

Has experience of internal auditing both general and technical.

Experience of accreditation/certification processes

Skills:

Excellent oral and written communication skills, including the ability to produce clear & concise audit reports and assist in the production of documented procedures, processes and policies.

Excellent interpersonal skills with the ability to work effectively with people at all levels and with different levels of technical understanding.

Excellent organisational skills and ability to plan and prioritise workload.

Excellent IT skills including Microsoft Office

Demonstrate the ability to be flexible and adapt to changing work situations and workloads.

Demonstrate the ability to work on own initiative, work under pressure and to deadlines.

Ability to effectively plan and co-ordinate projects

Knowledge:

Has an awareness of International Standards and relevant guidance material: For example: BS EN ISO/IEC 17025, ILAC G19 and Forensic Regulators Codes of Practice and Conduct, BS EN ISO 9001

Desired Criteria:

Qualifications and Training:

Experience:

Relevant experience of working in a quality management environment.

Ability to influence others

Skills:

To have attend a project management course

Knowledge:

Knowledge of working in a Police environment with working knowledge of Police procedures.

Knowledge and experience of forensics, digital forensics and/or CCTV processes

H. ANY ADDITIONAL INFORMATION: *Information relevant to the role, including any particularly challenging/ difficult aspects of the job. If competencies have been developed for this post, these can be listed here.*

Requirement to carry out work accurately and to a high standard.

The post holder may be required to work from different locations other than the home station.

The post holder will be expected to undertake training as and when required and assist in the organisation of specialist quality awareness events.

I. AUTHORISATION DETAILS

Prepared By: Mathew Wakeman

Date: Amended 25/01/18

Area Commander /FHQ Farhana Nanji

HoD:

Date: 25/01/18

Evaluation Panel:

Date: