

## Job Description

<b>A Post Details</b>	
Job Title: DFU Operations Supervisor	Grade: B002
Department: Scientific Support Unit	Division: A
Reports to: Digital Forensic Unit Manager	Contract Type: Permanent
Level of Vetting: Management Vetting	Numbers in Post: 2
<b>B Purpose of the Post</b>	
<p>The purpose of the role is to deliver an effective and efficient, high quality digital service to the British Transport Police, the community and the Criminal Justice System through the management and development of personnel, methods, processes and continued ISO17020 and ISO17025 accreditation.</p> <p>This covers all technical aspects and quality of laboratory activities for digital forensics including digital media, mobile devices, electronic storage devices, mobile device kiosks and other frontline tools as well as other areas brought into scope by the Forensic Science Regulator.</p> <p>To provide effective forensic expertise that is professional, readily accessible and cost effective in order to support the investigative process from initial case acceptance to conclusion.</p> <p>To coordinate competence testing for all personnel employed in digital forensic roles within any post in the BTP including the DFU, Cyber Crime Investigator's and Front line tool practitioners.</p>	
<b>C Dimensions of the Post</b>	
<p><b>Financial – Direct or Non-Direct</b></p> <p>Non-Direct - Advises and influences on the acquisition and/or continued use of software and hardware utilised within the department.</p> <p>Direct - Takes decisions on the extent of an examination and the resources deployed through the development and implementation of an investigative strategy following receipt of a submission form.</p> <p><b>Personnel Responsibilities – Direct or Non-Direct</b></p> <p>Non-Direct - Support the training of personnel, officers, Police Specials, graduate placements and community volunteers within the Digital Forensics Unit (DFU); competence testing of all personnel employed in digital forensic roles.</p> <p>Direct - Line management of up to 13 personnel.</p> <p>Influence those personnel and officers employed in digital forensics roles.</p> <p>There are two roles (1) Accreditation and (2) Casework have similar responsibilities and will be interoperable to ensure resilience.</p> <p><b>Any Other Statistical Data</b></p> <p>Test, evaluate and report on validation and verification results to management.</p> <p>Support the management of submissions and update the case management system.</p>	
<b>D Principal Accountabilities</b>	

Deliver and maintain ISO17020 and ISO17025 accreditation across the (DFU) and other frontline digital forensic hubs in line with local, regional and national legislation and policies.

To ensure all digital forensic examinations are conducted in accordance with all extant relevant legislation.

Establish, review, maintain and develop existing and new analytical procedures and methods for digital forensics and communicate any changes to personnel.

Develop and maintain validation and verification processes to ensure that all hardware, software and methods used in the DFU and the frontline hubs are fit for purpose.

Develop, maintain and ensure compliance with Quality Management System (QMS) including adherence to Quality Procedures (QP), Standard Operating Procedures (SOPs) and Work Instructions (WIs).

Lead on technical matters in relation to the QMS for all technical aspects of digital forensic activity within the BTP.

Deliver continuous improvement of DFU and frontline digital forensic performance including the completion and corrective action from internal and external audits and feedback, problem solving, investigation of anomalies including root cause analysis for findings and trend analysis.

Support the competency of all technical personnel by identifying training needs and documenting evidenced competency assessments.

Evaluate the risk of non-conformance; support the DFU Manager in rectifying the non-conformance to ensure continued delivery of technical operations.

Advise and influence the DFU Manager and stakeholders decisions on technical matters and strategy in relation to the DFU's day to day operations, including identifying emerging technologies to be assimilated, integrated and introduced within the department and frontline, contributing to policy development and undertaking projects which could impact on the service offered.

Manage and advance your own continual professional development and that of the organisation, within the digital forensic environment including changes to technology and legislation. You will be expected to complete casework and proficiency tests periodically to maintain your competence.

Represent the BTP at regular meetings and maintain good working relationships with partners and key stakeholders including the Quality Management team and other Force and / or commercial digital Technical Managers.

Assist the DFU Manager in governance and operational support of the Kiosks and Spektor frontline forensic hubs and any other software / hardware deployed to frontline officers for the acquisition of data from mobile devices or digital media. This includes oversight and influence of approximately 80 practitioners across the Force.

Coordinate the DFU's participation in Inter-Lab Comparisons (ILC) and Proficiency Testing (PT), prepare ILC material as required and review, report and investigate the results of the DFU submissions as appropriate.

To deputise and undertake DFU Manager role in their absence.

## **E Decision Making**

### Make Decisions

Considers the proportionality, legality and justification for submissions made by frontline personnel for digital forensic investigations. If accepted, creates a forensic strategy surrounding the device examination and allocates appropriate resources. Upon rejection, provides frontline personnel the rationale for reaching this decision.

### Significant Say in Decisions

Assessment under ISO17020/ISO17025 to verify the competency of all personnel.

Recommend software and hardware to improve processes within the DFU and including front line tools.

Support the management of submission criteria, including peer reviews, management reviews and dip samples.

## F Contact with Others

### Internal

Cyber Crime Investigations Supervisors and personnel

Senior Management team

SSU Supervisors and Personnel

Quality Management Team

Police Officers including Senior Investigating Officers (SIOs) and Police staff.

### External

Members of the public, including course trainers, national advisors (e.g. UKAS) and hardware or software company representatives.

CPS, Defense (including forensic investigators) and prosecuting legal teams.

Other Law Enforcement Agencies.

Other Forces, Police Digital Service, Forensic Capability Network, National Digital meetings

## G Essential Criteria

### Qualifications and Training:

Educated to degree level within Forensic Computing/Computer Science and/or relevant experience in the digital forensics.

Successful completion of recognized computer forensics training such as XWays, Axiom , Griffeye and / or mobile device training such as MSAB XRY, Cellebrite or Oxygen Forensics.

### Experience:

<p>Experience of working within an ISO accredited environment or one that is working towards accreditation.</p> <p>Extensive experience and proficiency in the use of digital forensics software.</p> <p>Supervising and leading small teams</p>
<p><b>Skills:</b></p>
<p>Ability to continually and effectively absorb technical information, evaluate, and report on results to management.</p> <p>Able to prioritise according to operational requirements.</p> <p>Advanced competency in digital device examinations and knowledge.</p> <p>A confident communicator in both verbal and written skills including report-writing with a personable, professional manner and the ability to interact and relate to all levels of personnel.</p> <p>Highly developed interpersonal skills demonstrating the ability to build and maintain good working relationships with all appropriate internal and external stakeholders.</p> <p>The ability to identify training requirements through the use of the DFU training matrix against personnel competency.</p>
<p>Competent in the use of IT software including Office 365 including Microsoft Word, Excel, PowerPoint, Teams and Outlook.</p>
<p><b>Knowledge:</b></p>
<p>A comprehensive understanding of computer hardware and software.</p> <p>An understanding and commitment to Continuous Professional Development, ensuring technical competences and expertise are kept up to date with industry developments.</p> <p>Sound working knowledge and understanding of BS EN ISO/IEC 17025 / 17020, ILAC G19 Modules in a Forensic Science Process and Forensic Science Regulator Code of Practice.</p>
<p><b>Desirable criteria:</b></p>
<p><b>Qualifications and Training</b></p> <p>Nil</p> <p><b>Experience</b></p> <p>Investigative experience through working within a law enforcement and/or other digital forensic environment.</p> <p><b>Skills</b></p> <p>Nil</p> <p><b>Knowledge</b></p> <p>Nil</p>
<p><b>H Additional Information</b></p>

The role includes the viewing of extracted digital evidence which may contain child sexual abuse material (images and videos) and / or instances of extreme violence or other material of a disturbing or distressing nature.

Successfully pass security vetting at MV level.

**For Panel to complete only:**

**Panel Approval:** Kiran Ajimal (5931)

**Date:** 17/09/2024

Email the Job Evaluation submission form together with supporting documentation (organisational charts, job descriptions) to [Policy and Reward inbox](#)

You will be advised of a panel date following receipt of the submission.