Job title: Forensic Support Officer

Main purpose of the role:
Provide an efficient and comprehensive forensic exhibits/fingerprint administration service on behalf of Forensic Identification ensuring the accurate receipt, documentation and storage of items, updating the case tracking system to help maintain an effective internal and external enquiry service.

Grade: SCALE 4

Role code: END1417

Status: Police Staff

Main responsibilities:

- Provide administrative and technical support updating systems and databases as required across the Forensic Identification Department, including the administration and download of CODES audio and video interviews, the storage and logging of exhibits in accordance with MOPI and that exhibits are retained and disposed of to ensure that all systems are up to date, accurately recorded and in compliance with published standard operating procedures, national standards and legislation.

- Receive and review exhibits, quality assuring that submissions meet set criteria laid out in documented procedures, where required return exhibits to submitting OIC / CSI that do not meet the prescribed criteria, including packaging and labelling errors and/or raise a compromised exhibit form informing the Quality Manager when necessary, ensuring the continuity and integrity of exhibits in line with policies and protocols.

- Respond to queries from CSIs and investigating officers regarding the submission, treatment, processing, identification of exhibits and general enquiries ensuring accurate information regarding cases/exhibits is relayed so that cases can progress accordingly.

- Preparing exhibits for their return to division including arranging and liaising with couriers, ensuring that exhibits are correctly packaged and labelled to preserve continuity and integrity and adhere to health and safety requirements.

- Responsible for stock checks, ordering chemicals and consumable supplies, quality assuring chemicals on receipt, labelling them in line with Health and Safety requirements and COSHH stipulations and updating databases to ensure appropriate tracking in line with ISO 17025 requirements.

- Ensure that Essex and Kent fingerprint collections remain legally held, adhering to the Protection of Freedoms Act, arrange the destruction of any forms that have a notification of destruction from PNC, updating and maintaining the Police Elimination Database for both Essex Police and Kent Police, making sure that when an officer leaves or is transferred to another force that their elimination prints are dealt with according to force policy intern ensuring that accurate records are held.

- Ensure necessary equipment, maintenance and site checks across all Forensic Identification sites are maintained in line with ISO 17025 and Forensic Science Regulators Codes of Practice and Conduct ensuring equipment is maintained to the required standards.

- Administer the transfer of fingerprint images to the Fingerprint Hub on a daily basis, maintaining image continuity and interrogating databases to ensure all work is complete within a docket prior to transfer, checking that all images have been received as per the consignment report produced by the CEL following documented procedures, ensuring any missing images are transferred in line with documented procedures.

- September 2018, Amended October 2018

Vetting level:
Vetting - RV
**Necessary experience:**

The post holder must have a good standard of education to GCSE or equivalent. A thorough working knowledge of Microsoft Office Products and the policing environment is essential; experience in using Socrates would be desirable however in house training will be provided.

In-house training will be provided upon appointment, this will require post holders to travel across the County of Essex to undertake training at the various hub locations in Chelmsford and Laindon to ensure knowledge growth across the Forensic Identification areas including Fingerprints and Chemical Enhancement.

The ability to be self-motivated when required, capable of working on own initiative, alone or part of a team is essential along with good organisational skills in order that workload can be prioritised to meet competing demands.

The post holder must have the ability to follow standard operating procedures accurately and direct enquiries to an appropriate member of staff where knowledge is required outside of their field of expertise.

The post holder may be required to assist with the training of new staff members in to the role of Forensic Support Officer.

The post holder may be required to work between Chelmsford and Laindon to maintain service delivery.

The post holder may be required to handle heavy items and the appropriate training will be provided in line with the Manual Handling Policy (Computer Based Training Module).

**Behaviours:**

**Analyse Critically (Level 1)**

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.

**Collaborative (Level 1)**

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.

**Deliver, Support and Inspire (Level 1)**

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.

**Emotionally Aware (Level 1)**

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.

### Innovative and Open-minded (Level 1)

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 for 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.

### Take Ownership (Level 1)

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.

### Values:

#### Impartiality (Accredited)

I take into account individual needs and requirements in all of my actions. I understand that treating everyone fairly does not mean everyone is treated the same. I always give people an equal opportunity to express their views. I communicate with everyone, making sure the most relevant message is provided to all. I value everyone's views and opinions by actively listening to understand their perspective. I make fair and objective decisions using the best available evidence. I enable everyone to have equal access to services and information, where appropriate.

#### Integrity (Accredited)

I always act in line with the values of the police service and the Code of Ethics for the benefit of the public. I demonstrate courage in doing the right thing, even in challenging situations. I enhance the reputation of my organisation and the wider police service through my actions and behaviours. I challenge colleagues whose behaviour, attitude and language falls below the public's and the service's expectations. I am open and responsive to challenge about my actions and words. I declare any conflicts of interest at the earliest opportunity. I am respectful of the authority and influence my position gives me. I use resources effectively and efficiently and not for personal benefit.

#### Public Service (Accredited)

I act in the interest of the public, first and foremost. I am motivated by serving the public, ensuring that I provide the best service possible at all times. I seek to understand the needs of others to act in their best interests. I adapt to address the needs and concerns of different communities. I tailor my communication to be appropriate and respectful to my audience. I take into consideration how others want to be treated when interacting with them. I treat people respectfully regardless of the circumstances. I share credit with everyone involved in delivering services.

#### Transparency (Accredited)

I ensure that my decision-making rationale is clear and considered so that it is easily understood by others. I am clear and comprehensive when communicating with others. I am open and honest about my areas for development and I strive to improve. I give an accurate representation of my actions and records. I recognise the value of feedback and act on it, I give constructive and accurate feedback. I represent the opinions of others accurately and consistently. I am consistent and truthful in my communications. I maintain confidentiality appropriately.

### Technical skills:

#### Health & Safety (Level 3)

Has a basic understanding of Health and Safety issues affecting the current role and working environment. Takes responsibility for personal safety and the safety of others. Aware of hazards and reports problems
identified to line manager. Understands and minimises the physical risk of injury through the use of proper manual handling procedures.

Information Gathering & Analysis (Level 3)

Able to collect and store information relevant to own work and make sure that it is accurate, up-to-date and in line with the organisation's policies and procedures. Information gathered is sufficient for the purpose.

Information Management & Technology (Level 4)

Can conduct basic computer searches and can correctly interpret data generated. Can create and amend records, according to role requirement. Knows established rules and protocols. Understands impact of data quality, and is self-monitoring on data quality issues.

Know. of Police Environment & Policy (Level 3)

Has a basic awareness of current policing issues, the environment in which Kent Police and/or Essex Police operate and developments in the way the County is policed. Possesses sufficient knowledge of the roles of the various Areas/Departments, organisation structures and police systems to operate effectively. Understands appreciates and adheres to working procedures, practices and policies relevant to the current role. Familiar with Force goals and local business plan objectives.

Mgmt of Police Information (MOPI) (Level 3)

Has a basic understanding of the APP for Information Management (incorporating MOPI guidance) and its practical application. Recognises when there is a policing purpose to record information. Is familiar with the NPCC Retention Schedule. Takes personal responsibility to ensure information is recorded accurately and is retained for as long as it has a policing purpose and is stored in such way to allow it to be accessed by those with legitimate reason. Securely disposes of material which no longer has a policing purpose. Has successfully completed all standard relevant Information Management and Security, training package(s). Accurate use of Government Security Classification (GSC). Ensures physical and digital records are stored with appropriate security relevant to the sensitivity of the documents.

Office Technology (Level 4)

Demonstrates advanced skills in the use of one or more office software products Able to use these packages to enhance the quality or presentation of work required within the role. Manages data files and file structures. Provides on the job training and guidance to other staff in the use of specific or specialist software, if required. Familiar with established IT rules and protocols and shows a good understanding of data protection requirements.

Risk Management (Level 3)

Demonstrates an awareness of personal risk management issues, challenges or difficulties likely to affect the post holder in the execution of their duties. Able to anticipate risks likely to affect their work and knows how to communicate the likelihood and possible impacts of such events to line managers or supervisors.

Statistical Analysis (Level 4)

Fully conversant with the mathematical bases for many types of statistical calculation and analysis. Able to identify trends from available data and the requirements for further data gathering to improve the evidence base. Likely to possess abilities in mathematics and statistics equivalent to A-Level standard and/or have equivalent experience. Familiar with common use of complex spreadsheets and analysis tools.

National Occupational Standards: