



Role Profile

C9112 S3 Forensic Support Officer

Role Description

To provide customer service and administrative support to the Regional Forensic Service.

Main Responsibilities

- To act as a point of contact for face to face, phone and email queries to the department, ensuring professional customer service standards are maintained.
- To undertake data inputting, updating and scanning onto computer based systems and databases.
- To carry out basic searches on relevant computer based systems.
- To maintain departmental records and assist in the maintenance of the manual document collections.
- To undertake general administrative duties for the Regional Forensic Service, including telephone enquiries, filing and archiving.
- To manage the receipt, distribution and dispatch of forensic exhibits, checking courier datasheets against information on evidential packages.
- To undertake weeding and archiving of custody samples
- To contribute flexibly across the unit functions and activities to maintain operational standards.
- To organise maintenance services for buildings as required.
- To check stock levels and process and issue equipment orders.
- To book vehicles, transport and accommodation as necessary
- To ensure that all duties undertaken are completed in compliance with ISO 9001 / 17025 as applicable

Rank/Scale

Scale 3

Reports To

Forensic Identification Team Leader

Supervisory Responsibility

None

Additional Information

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Experience and Qualifications



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The post holder will be computer literate with a minimum typing speed of 30 words per minute.

Experience of general office administration and office procedures, of creating and maintaining electronic and manual records and of retrieving and interpreting information are all essential.

The post holder will be able to communicate effectively orally and in writing and work on their own initiative and as part of a team

Experience of working in a customer service or forward facing role, of working within a forensic science environment and an understanding of ISO 9001/17025 requirements would all be advantageous.

You will travel around the Regional area by car or other transport as required.

All successful applicants will be required to submit themselves for drug testing in line with employing Force's Drug Policies.

Please note that, due to the nature of security checks undertaken, applicants must have 3 years' continuous residency in the UK up to the date of the application and Home Office approval for indefinite leave to remain within the UK.

This post has been designated as requiring the following vetting level in accordance with the National Vetting Policy - Police Recruitment Vetting (RV).

Shortlisting

SHORTLIST

Criteria relevant to the job

ESSENTIAL

Requirements necessary for safe and effective performance in the job

ADDITIONAL/USEFUL

Where available, elements that contribute to improved/immediate performance in the job

Qualifications

Experience

Computer literate

EE1

Experience of working in a customer service or forward facing role

EA1

Minimum typing speed of 30 words per minute

EE2



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Experience of working within a forensic science environment

EA2

Experience of creating and maintaining electronic and manual records

EE3

An understanding of ISO 9001/17025 requirements

EA3

Experience of retrieving and interpreting information.

EE4

Ability to communication effectively orally and in writing

EE5

Experience of general office administration and office procedures

EE6

Be self-motivated with the ability to work on own initiative and as part of a team

EE7

Skills

Skill Category	Skill Name	Skill Level	Skill Description	For PDR
Core Values	Impartiality	Practitioner	Behaviours: <ul style="list-style-type: none">• 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	No



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Core Values	Integrity	Practitioner	<p>Behaviours:</p> <ul style="list-style-type: none"> • 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 	No
Core Values	Public Service	Practitioner	<p>Behaviours:</p> <ul style="list-style-type: none"> • 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 	No
Core Values	Transparency	Practitioner	<p>Behaviours:</p> <ul style="list-style-type: none"> • 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 	No



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<p>Intelligent, Creative and Informed Policing</p>	<p>We analyse critically</p>	<p>Practitioner</p>	<p>I recognise the need to think critically about issues. I value the use of analysis and testing in policing.</p> <p>I take in information quickly and accurately.</p> <p>I am able to separate information and decide whether it is irrelevant or relevant and its importance.</p> <p>I solve problems proactively by understanding the reasons behind them, using learning from evidence and my experiences to take action.</p> <p>I refer to procedures and precedents as necessary before making decisions.</p> <p>I weigh up the pros and cons of possible actions, thinking about potential risks and using this thinking to inform our decisions.</p> <p>I recognise gaps and inconsistencies in information and think about the potential implications.</p> <p>I make decisions in alignment with our mission, values and the Code of Ethics.</p>	<p>No</p>
<p>Inclusive, Enabling and Visionary Leadership</p>	<p>We are collaborative</p>	<p>Practitioner</p>	<p>I work cooperatively with others to get things done, willingly giving help and support to colleagues.</p> <p>I am approachable, and explain things well so that I generate a common understanding.</p> <p>I take the time to get to know others and their perspective in order to build rapport.</p> <p>I treat people with respect as individuals and address their specific needs and concerns.</p> <p>I am open and transparent in my relationships with others.</p> <p>I ensure I am clear and appropriate in my communications.</p>	<p>No</p>
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<p>Resolute, Compassionate and Committed</p>	<p>We are emotionally aware</p>	<p>Practitioner</p>	<p>I treat others with respect, tolerance and compassion.</p> <p>I acknowledge and respect a range of different perspectives, values and beliefs within the remit of the law.</p> <p>I remain calm and think about how to best manage the situation when faced with provocation.</p> <p>I understand my own emotions and I know which situations might affect my ability to deal with stress and pressure.</p> <p>I ask for help and support when I need it.</p> <p>I understand the value that diversity offers.</p> <p>I communicate in clear and simple language so that I can be easily understood by others.</p> <p>I seek to understand the thoughts and concerns of others even when they are unable to express themselves clearly.</p>	<p>No</p>
<p>Intelligent, Creative and Informed Policing</p>	<p>We are innovative and open-minded</p>	<p>Practitioner</p>	<p>I demonstrate an openness to changing ideas, perceptions and ways of working.</p> <p>I share suggestions with colleagues, speaking up to help improve existing working methods and practices.</p> <p>I constantly reflect on my own way of working and periodically review processes and procedures to make continuous improvements.</p> <p>I adapt to change and am flexible as the need arises while encouraging others to do the same.</p> <p>I learn from my experiences and do not let myself be unduly influenced by preconceptions.</p>	<p>No</p>
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<p>Inclusive, Enabling and Visionary Leadership</p>	<p>We deliver, support and inspire</p>	<p>Practitioner</p>	<p>I take on challenging tasks to help to improve the service continuously and support my colleagues.</p> <p>I understand how my work contributes to the wider police service.</p> <p>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.</p> <p>I am conscientious in my approach, working hard to provide the best service and to overcome any obstacles that could prevent or hinder delivery.</p> <p>I support the efficient use of resources to create the most value and to deliver the right impact.</p> <p>I keep up to date with changes in internal and external environments.</p> <p>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.</p>	<p>No</p>
<p>Resolute, Compassionate and Committed</p>	<p>We take ownership</p>	<p>Practitioner</p>	<p>I actively identify and respond to problems.</p> <p>I approach tasks with enthusiasm, focusing on public service excellence.</p> <p>I regularly seek feedback to understand the quality of my work and the impact of my behaviour.</p> <p>I recognise where I can help others and willingly take on additional tasks to support them, where appropriate.</p> <p>I give feedback to others that I make sure is understandable and constructive.</p> <p>I take responsibility for my own actions, I fulfil my promises and do what I say I will.</p> <p>I will admit if I have made a mistake and take action to rectify this.</p> <p>I demonstrate pride in representing the police service.</p> <p>I understand my own strengths and areas for development and take responsibility for my own learning to address gaps.</p>	<p>No</p>

NOS

NOS Unit	Unit Name	Unit Description