



Date: 24/10/2025
Our ref: 01/FOI/25/015551/S

FREEDOM OF INFORMATION REQUEST REFERENCE NO: 01/FOI/25/015551/S

I write in connection with your request for information dated 26/09/2025, received by Greater Manchester Police (GMP) for the following information:

I am writing to submit a Freedom of Information (FOI) request regarding the evaluation and grading process for the following job descriptions, subject to the Forensic Services Branch (FSB) consultation:

- *Head of Digital Services (Grade N)*
- *Digital Services Manager (Grade M)*
- *Scene Attendance Manager (Grade M)*
- *Performance and Quality Compliance Manager (Grade L)*
- *Examinations Manager (Grade L)*

I kindly request the following information:

1. *Details of the scoring and assessment criteria used to determine the grading of each role listed above.*
2. *Copies of all versions of the relevant job descriptions and related scoring/assessment, where applicable.*
3. *Any supporting documentation or notes relating to the decision-making process behind the grading assessments.*
4. *The scoring range associated with each of the grades L through N.*

Result of Searches

Following receipt of your request searches were conducted within Greater Manchester Police (GMP) to locate information relevant to your request. I can confirm that the information you have requested is held by GMP. However, I am not obliged to supply you with all the information as an exemption applies.

Section 17 of the Freedom of Information Act 2000 requires Greater Manchester Police, when refusing to provide such information (because this information is exempt) to provide you, the applicant, with a notice which: (a) states that fact, (b) specifies the exemption in question and (c) states (if that would not otherwise be apparent) why the exemption applies. The information you have requested is exempt from disclosure by virtue of the following exemption: **Section 40(2) – Personal Information.**

Where redactions occur in the attached documents, this is because that information identifies a living individual, directly or indirectly. Section 40 is an absolute exemption and there is no requirement to conduct a public interest test for such data.

CAVEATS

As the job descriptions are currently under review, the information provided is subject to consultation and may change. It should not be assumed to be the final version.

1. Please see the attached document entitled 01FOI25015551S FOI Forensics 2. This outlines each of the factors that are considered as part of the job evaluation scheme, the corresponding factor levels, points, total points and the resulting grade for each.
2. Please see the attached job description documents.
 - a. *Head of Digital Services (Grade N)* See attached 4 x versions (from the first JD received to the tidied-up version ready for consultation). The scoring/assessment is shown on the attached 'FOI Forensics 2 (log)' document.
 - b. *Digital Services Manager (Grade M)* See attached 3 x versions (from the first JD received to the tidied-up version ready for consultation). The scoring/assessment is shown on the attached 'FOI Forensics 2 (log)' document.
 - c. *Scene Attendance Manager (Grade M)* See attached 2 x versions (from the first JD received to the tidied-up version ready for consultation). The scoring/assessment is shown on the attached 'FOI Forensics 2 (log)' document.
 - d. *Performance and Quality Compliance Manager (Grade L)* See attached 2 x versions (from the first JD received to the tidied-up version ready for consultation). The scoring/assessment is shown on the attached 'FOI Forensics 2 (log)' document.
 - e. *Examinations Manager (Grade L)* See attached 2 x versions (from the first JD received to the tidied-up version ready for consultation). The scoring/assessment is shown on the attached 'FOI Forensics 2 (log)' document.
3. Please see the following attached:
 - a. See attached 'FOI Forensics 2 (log)' Word doc – this outlines the log of detail around each evaluation.
 - b. Also see attached 'rationale sheets' for each role
 - c. See attached a job evaluation questionnaire (JEQ) for each role. These were used by the panel members as part of the evaluation process.

4.

Grade L	630 to 674 points
Grade M	675 to 719 points
Grade N	720 to 764 points

GLPC JOB EVALUATION SCHEME

JOB EVALUATION QUESTIONNAIRE (JEQ)

VERSION 0.3 (adapted Dec 2024 for use by GMP)

Name (Individual completing the form):

Post Title:

Head of Digital Services

Pre-evaluation Grade (if existing post):

M grade (proposed Superintendent equivalent – N grade?)

District/Branch:

Evidential, Scientific and Digital Services (ESD)

Section/Unit:

Digital Services

Post No (if existing post):

Responsible To:

Head of ESD

CONTENTS AGREED BY:

Name of individual completing the form:

Name of Manager:

Signature:

Signature:

Date:

Date:

INSTRUCTIONS

The purpose of this questionnaire is to record key information and job content to help in the evaluation of the post. The information should relate to the post and not to the individual who might occupy it at present.

An up to date job description and an organisational structure chart should also be attached.

MAIN PURPOSE / REASON FOR THE JOB:

Please describe in detail the overall purpose of the job.

Refer to Aim of Job in JD

MAIN RESPONSIBILITIES, DUTIES & TASKS: Please list main job areas showing average proportion of the time spent on each.

Please list the duties required for this role:

- To assist the Head of ESD Services with leading and managing the efficient delivery of a first-class Digital Services function and an immediate response to police investigations and victims of crime, on behalf of the Force. The areas under control include the Digital Forensic Investigation Unit, Visual and Audio Digital Services (VERA/CCTV) and Digital Media Investigators
- To cooperative and work collegiately with other Heads of Service within ESD in order to provide and deliver the best overall service from the branch.
- As a member of the ESD Services Senior Leadership Team, ensure the provision of an effective, efficient and comprehensive digital forensic investigation service to the Force as directed by the Head of ESD Services.
- To promote and improve Digital Forensics, Intelligence and Investigations, Quality and Procurement by the adoption of appropriate systems, processes, staffing and technology.
- As Head of Profession, to advise the Force on policy, procedure and technology changes.
- To provide strategic direction to the force on the development of digital forensic techniques and changes in the use of technology. Making recommendations that will lead to continuous improvement.
- To develop and promote GMP as a centre for excellence for digital & technical forensic investigations.

**Please identify how often each occur –
Daily, weekly, monthly, quarterly, or annually**

Daily

Daily

Daily

Daily

When appropriate

Quarterly

Daily

Overall responsibility and accountability for entire staff and non-staff budget	Daily
Effective performance management including overall responsibility of ensuring consistent and relevant performance product across ESD Services	Daily
To maintain overall management and control of personnel working within the Units, ensure there is liaison with Human Resources (HR) and the Occupational Health and Welfare Unit to ensure that all staff welfare issues are appropriately managed.	Daily
Liaise with GMP staff/officers, other agencies & senior management to advise them in relation to best practice and procedures for investigating digital and electronic devices in accordance with nationally agreed protocols, law, legislations and the National Police Chiefs Council (NPCC) Good Practice Guide for Digital Evidence.	Daily
Act as the Forces' primary authority and senior expert on digital forensic & technical investigation issues including policy, procedure and technical advances. Make written proposals and undertake research into new techniques and emerging technologies that may assist in the identification of offenders and the investigation of crime.	Daily
Advise ESD Services senior management, and other Senior Leadership teams throughout the force in relation to relevant developments in digital forensic & technical investigations, making recommendations that will lead to continuous improvement.	As required
Attend court to give evidence, as required,	When required
To undertake a managerial role in the coordination of Forensic Services' response to a major disaster or incident, ensuring the timely and effective deployment of staff and	

resources to support when appropriate any scene related requirements such as form a temporary digital forensic investigation lab conducting examinations on computers, mobile phones and other digital devices.	When required
Attend major crime scenes and incidents as required in the capacity of a Senior Forensic Advisor in relation to digital, technical and electronic evidence, to advise on the recovery and recording of evidence to assist Senior Investigating Officers and other specialists in the investigation process.	When required
To deal with serious or potentially disturbing material.	When required
Maintain a professional Scientific Service and health and safety environment, ensuring the delivery and compliance of Quality Management and Audit (ISO 17020, 17025), and the Forensic Regulator codes.	Daily
Foster and maintain professional relationships with senior IS colleagues in order to ensure GMP is at the forefront of Digital Forensic Technology	Monthly
Represent the Force on Regional and National groups at the request of the Head of Evidential, Scientific and Digital Services	Monthly
Undertake and manage force and national level projects as required and tasked by the Head of Evidential, Scientific and Digital Services.	When required
Maintain effective working relationships with stakeholders external to GMP, at the direction of the Head of Evidential, Scientific and Digital Services.	When required
To chair, lead and co-ordinate all relevant local meetings, at the direction of the Head of Evidential, Scientific and Digital Services	Daily/Weekly/monthly

To advise the Head of Evidential, Scientific and Digital Services on any Evidential Services matters required at Force level	Daily
Ensure all opportunities are taken to maximise solved outcomes for the Force through the delivery of these services, ensuring efficiency at all times.	Daily
Responsible for the effective and robust performance and service delivery of the Digital Services operating model in line with Force Policy, ensuring efficient performance, business benefits and value for money are delivered and enhanced wherever possible.	Daily
Maintain effective working relationships with other Heads of Service within Evidential, Scientific and Digital Services, and internal stakeholder peers across districts and branches, collaborating to meet their needs, objectives and priorities.	Daily
Ensure a thorough knowledge of collaborative opportunities relating to Digital Services, investigating and co-ordinating interdependencies where appropriate to improve the provision of services across the Force	Weekly
Research, develop and implement new Digital Service policies and procedures in line with the directives set by the Head of Evidential, Scientific and Digital Services	Quarterly
Benchmark GMP Digital performance against national best practice, identifying and addressing issues and blockages which contribute to poor performance.	Monthly
Prepare and deliver Digital Services strategic papers/plans at a senior management level.	Monthly
Responsible for the development and welfare of staff across Digital Services.	Daily

Actively positively contribute to organisational culture, values and codes of conduct to maintain a professional positive working environment	Daily
Assist in the recruitment, talent and succession planning management of all staff within the ESD Branch	Monthly or when required
Requirement to participate in on call rota as and when required	Monthly or when required

1 Supervision / Management of People

This section records any direct responsibility the post has for the supervision or management of GMP employees or others.

1.1 GMP Employees – Full time responsibility

Indicate the number of employees directly supervised by the post. Indicate the level of authority (e.g. Allocate work, instruct, direct, organise, training, appraisal, discipline, wellbeing, absence management). Indicate also where the supervision is shared with others and what tasks are shared. Direct supervision includes all employees managed by others for whom the post holder has line management responsibilities.

Title and nature of the work carried out	Number*	Nature of Authority
Digital Forensic Investigator Unit Manager - Proposed Digital Forensic Investigator Unit Senior Manager	1	All Levels
Nimbus Lead	1 (Temp 12 mths)	All Levels
Visual and Audio, Digital Services (CCTV/VERA) NEW POST - VADS Manager (DI)	1	All Levels
DFIU Ops Supervisor - Proposed DFIU Ops Manager	3	All Levels
Visual and Audio, Digital Services (CCTV/VERA) - Currently VERA UNIT (Video Evidence Retrieval and Analysis) (DS) - Proposed VADS Supervisor (DS)	1	All Levels
Visual and Audio, Digital Services - Currently CCTV Imaging Hub Manager - Proposed VADS Supervisor	1	All Levels
Visual and Audio, Digital Services - Currently DID Coordinator - Proposed VADS Supervisor	1 currently	All Levels
Visual and Audio, Digital Services - Currently CCTV Imaging Analysis - Proposed VADS Analyst	3 currently	All Levels
Visual and Audio, Digital Services - Currently CCTV Imaging Support Officer - Proposed VADS Technicians	15 currently	All Levels

Visual and Audio, Digital Services - Currently Investigative Support Officer VERA - Proposed VADS Investigator	10 currently	All Levels
Digital Forensics Investigation Unit - Currently Senior DF Investigator (Team Leader) - Proposed DF Investigator Supervisor	6	All Levels
Digital Forensics Investigation Unit NEW POST - Digital Media Investigator Supervisor (DS)	1 (+1 following RfC Approval)	All Levels
Digital Forensics Investigation Unit - DF Investigator	37 currently	All Levels
Digital Forensics Investigation Unit - DF Investigator (Constable)	2 proposed (remaining 3 going to submission team)	All Levels
Digital Forensics Investigation Unit Image Classification Assessor	8 (0.5 FTE)	All Levels
Digital Forensic Investigation Unit Digital Forensic Laboratory Supervisor	1	All Levels
Digital Forensics Investigation Unit - Currently Senior Digital Forensic Evidence Examiner	3	All Levels
Digital Forensics Investigation Unit - Digital Forensic Evidence Examiner	30	All Levels
Digital Forensics Investigation Unit - New post Digital Media Investigators	12 (+12 pending RfC approval)	All Levels
Victim Identification Officer	2	All Levels

Insert additional rows as required

1.2 *Numbers

If the numbers supervised vary throughout the year (e.g, if the post has temporary supervisory responsibility), please provide details of maximum and minimum numbers and timescales.

Nimbus Lead – 20 Month temp position

1.3 Deputising

Does the post have any formal deputising responsibility for managing employees? If so please indicate the nature of the responsibility and how often it occurs. Indicate the number and type of staff affected.

N/A

1.4 Project Teams

Does the post lead/manage or supervise any project teams? If so, indicate the type of project team, its composition, how long the post holder has this authority and the level of authority (e.g. Allocate work, instruct, direct, organise, training, appraisal, discipline).

Involved in projects as a Senior Stakeholder role for awareness and advice to any project teams.

1.5 Contract staff / Agency Workers

Specify any responsibility that the post has for contract or agency workers. Indicate the number involved and the nature of the responsibility.

N/A

1.6 Location of Employees

Are the employees supervised / managed by the postholder based at the same place of work, or on different site(s) or are they mobile? How often would the manager be at the same location as the employees? (For hybrid working arrangements, it would be the contracted place of work that needs to be taken into account.)

Vestigo House – any other locations across the force.

Different roles are located across the force.

2. Creativity and Innovation

The extent to which the work requires innovation and imaginative responses to issues and in the resolution of problems.

2.1 Examples of Creativity / Innovation

Give examples of areas where the post requires creativity and innovation in for example design, specifications and tendering, counselling and caring, application of IT, policy development, interpersonal skills, written or spoken word.

Ensuring that GMP remain at the forefront of Digital Forensic (DF) Technology utilising the most techniques and processes.

Ensuring that GMP remains competitive nationally as one of the leading DF providers.

Ensuring that GMP significantly contribute to the national direction of DF investigations.

As head of service this role is crucial in delivering the above. The expectation is that their knowledge is kept up to date to reflect this responsibility.

2.2 Examples of Problem Solving

Give examples of typical problems / situations a post holder will need to resolve during the course of their work. Indicate how frequently each type of problem / situation is likely to occur.

Responsibility for complex and multiple scenes involving Digital Evidence relating to a serious or major incident.

Responsibility to work with the IS Branch to resolve any critical service malfunctions.

Overall responsibility to resolve acute staffing issues that occur in the unit.

Overall responsibility for successful contingency planning for DF in light of a major disaster.

2.3 Guidelines, procedures and systems

To what extent is the work undertaken by the post determined or assisted by guidelines, procedures and systems? Indicate how:

There are a various guidelines, procedures and systems set both nationally and locally. There are those policies and guidelines set out in terms of compliance with quality management and the forensic regulator codes. There is the expectation on the post holder to assist the Evidential Services head with interpreting such guidelines and supporting with developing systems and procedures to ensure compliance that is beneficial to the staff and organisation.

3. Contacts and Relationships

The degree of personal contact and the nature of relationships with others required to carry out the job.

3.1 Nature of Contacts and Relationships

Describe contacts and relationships within the section or department, with other departments, the public, external groups and organisations, their purpose and frequency.

Who (e.g. work colleague, other department, client, suppliers etc)	Purpose of Contact (e.g. exchanging information, providing advice, providing care, formal training, negotiations etc)	Frequency (e.g. daily, weekly, etc)
All internal staff as listed in section 1.1	Updating staff on strategic decision making, allocating actions and tasks, providing advice when required and completing 1-2-1's.	Daily
Other ESD Department Heads and deputies.	Resourcing, performance, welfare and other ESD priorities	Daily
Other Branch / District Leaders.	Providing advice and direction. Update on ESD services at Chief Officer forums e.g. PoaP, VCPF	When required / Monthly
National & Regional ESD Services	Collaborative support and advice on ESD services.	Quarterly

3.2 Complex / Contentious Issues

Does the post have to communicate with contacts on matters of a complex and/or contentious nature? Please give examples and indicate how often these occur.

Refer to evidence in section above along with the following:

Resourcing issues – when this is limited due to either staffing numbers or operational demand. This ultimately impacts on service delivery to the public. This will be as and when required.

Performance matters with SCT group and the wider Branch and District Leaders as required.

Ability to brief external stakeholders such as, Forensic Regulator UKAS, CPS, HMIC and GMCA on matters of a critical or contentious nature, such as gross misconduct investigations and service malfunctions that may impact on a large number of forensic investigations force wide.

3.3 Representing GMP

Does the post represent or negotiate on behalf of GMP? Please identify the circumstances and how often this occurs.

The post holder will require to attend and represent GMP on both regional and national meetings when directed by the ESD Head.

This post may negotiate on behalf of GMP all be it in a supportive capacity to the Head of ESD and Chief Officers.

4. Decisions – Discretion

This factor looks at the decisions or recommendations that the post takes to achieve its outcome.

4.1 Decisions

Give examples of the most important decisions that your post requires. Record only those decisions, which the post has authority to take.

Nature of Decision	Who it affects (e.g. your department/section, clients, other departments, service provision, Whole authority, corporate policy etc)	Guidelines / Limits (e.g. policies, procedures, working standards, regulations, guidelines, financial / operational limits
Decision regarding the most appropriate and updated scientific techniques	This will impact on all the above examples	Ensuring all above examples are amended.
Contributing to national decisions on the direction of DF	This will impact on all the above examples	Ensuring all above examples are amended.
Decision on all staffing matters, increase sickness and welfare issues.	This will impact on all the above examples	Ensuring all above examples are amended.
Decision on overall direction of complex investigations	This will impact on all the above examples	Ensuring all above examples are amended.
H&S and Estate issues that may arise.	This will impact on all the above examples	Ensuring all above examples are amended.

4.2 Recommendations

Give example of the most important recommendations that the post is required to make.

Nature of Recommendation and who it is given to (e.g. recommend change in procedure to manager)	Who it affects (e.g. your department/section, clients, other departments, service provision, Whole authority, corporate policy etc)	Guidelines / Limits (e.g. policies, procedures, working standards, regulations, guidelines, financial / operational limits
As per 4.1		

4.3 Availability of Advice / Guidance

Describe how advice on what may be the limit to decision making is available from the post’s manager, or other sources (e.g. rules, guidelines). Is this advice available all the time?

It is anticipated that the post’s manager (Chief Superintendent) will be available to answer and provide any advice, when necessary, except when on annual leave.

5. Decisions – Consequences

The impact of the decisions / recommendations taken.

5.1 Impact of Decisions / Recommendations

Identify the major consequences of any decisions or recommendations the post makes for clients, the public, other staff or the service.

Type of Decision / Recommendation	Who it affects (e.g. your department/section, clients, other departments, service provision, Whole authority, corporate policy etc)	Scale of Impact (e.g. limited - short term, major – long term effect)
Decision regarding the most appropriate and updated scientific techniques	Victims, public, districts and departments.	Long term effect
Contributing to national decisions on the direction of DF	Victims, public, districts and departments	Limited
Decision on all staffing matters, increase sickness and welfare issues.	Victims, public, districts and departments	Long term effect
Decision on overall direction of complex investigations	Victims, public, districts and departments	Limited
H&S and Estate issues that may arise.	Victims, public, districts and departments	Long term effect

5.2 Implications of a decision by the post holder

If the post holder made a legitimate, but incorrect, decision, what would be the likely impact? Give potential examples below but exclude events that are highly unlikely to occur. For each example indicate how quickly the error would be identified and rectified.

1. Unable to provide resources to attend an incident – loss of evidence and public confidence reduced. Ensure staffing requirements/policy is reviewed in order to meet or mitigate future occurrence.
2. Reduce CJ outcomes.
3. Not adhering to processes/systems to comply with FSR codes and accreditation – poses risk to reliability/validity of evidence in court and therefore impact public confidence. Ensure systems are reviewed regularly and regular collaboration with ESD quality team is in place.

6. Resources

Personal and identifiable accountability for physical and financial resources including those of clients.

6.1 Cash / Financial Resources

Is the post personally and identifiably accountable for the accurate handling / security of cash and cheques? If yes specify the average amount controlled at any one time and the nature of the accountability.

Average amount controlled at any one time	Nature of accountability Indicate whether this is continuous or shared with others. How often are these resources handled : daily, weekly, monthly etc?
N/A	

6.2 Plant / Equipment

Is the post personally accountable for the proper use / safekeeping of plant / equipment?
If yes please indicate the type(s) of plant/equipment and the nature of the accountability.

Type of plant / equipment	Nature of accountability Indicate whether this is continuous or shared with others
N/A	

6.3 Stocks / Materials

Is the post personally accountable for materials / items of stock (including evidential material)? If yes please indicate the type and approximate value and the nature of accountability.

Type and approximate average value of materials / stock (held at any one time)	Nature of accountability Indicate whether this is continuous or shared with others
N/A	

6.4 Buildings

Is the post personally accountable for the proper use and safekeeping of buildings? If yes please indicate the type of building(s) concerned and the nature of the accountability

Type of Building	Nature of accountability Indicate whether this is continuous or shared with others
N/A	

7. Work Demands

The impact of deadlines, interruptions, changes in priorities and resource conflicts on the post.

7.1 Work Plan

How is the post's work planned?

Work is generated by force priorities set out by Chief Officer team. These are directed and managed through various governance meetings where performance and compliance are monitored, and feedback is provided. This may result in a change of priorities and deadlines for the post holder/ESD Services.

7.2 Interruptions / Changes to the work plan

How often is the planned work of the post subject to interruptions and/or changes? Give examples, identifying the cause of the interruption, the nature of it (e.g. is it a single or diverse range) and the frequency with which it occurs.

Interruptions to daily business may be encountered when unexpected/critical incidents occur which require a change of plans in terms of resources and therefore reducing service delivery in other areas. This is not expected to be a regular occurrence.

7.3 Deadlines

Is the work of the post subject to deadlines? If yes please give examples and the frequency with which they occur.

Regular deadlines expected from the post holder connected to force governance meetings mostly on a monthly basis. There will also be deadlines in relation to other inspections carried out within Scientific services for example UKAS accreditation or HMICFRS

7.4 Conflicting Priorities / Resource Needs

Does the post have to RESOLVE situations where there are conflicting priorities / resource needs? If yes give examples of situations the post encounters and explain how the post resolves them. Indicate how frequently these situations occur.

Yes.
It is envisaged that this will occur frequently, and decisions will be necessary to prioritise.
It will be necessary to prioritise incoming demand with appropriate staffing levels, ensuring no discernible impact on service.

8. Physical Demands

The amount and continuity of physical effort required doing the job.

8.1 Type and Frequency of Physical Demand

Please indicate the type, frequency and duration of any physically demanding activity that is a requirement of the post.

Type of Physically demanding activity (e.g. standing, walking, lifting, cleaning)	Frequency and duration (e.g. 2 hours every day)
N/A	

8.2 Use of IT Equipment

Does the post require the use of IT equipment above and beyond the use of standard issue GMP laptops and mobile telecommunications devices? If yes please indicate the nature and level of usage.

Nature of usage (e.g. spreadsheets, data entry)	Level of usage (e.g. 2 hours every day)
N/A	

9. Working Conditions

9.1 Normal Place of Work

Indicate the post’s normal place(s) of work (e.g. office, client’s house, workshop etc). Where more than one place is specified please indicate the relative time spent in each.

Office Based

9.2 Disagreeable Conditions

Is the post exposed to any disagreeable conditions (e.g. working outside, noise, dirt etc)?
If yes please indicate the type of condition below and the frequency and duration of exposure.

Nature of condition (e.g. noise, working outside)	Level of exposure (e.g. 2 hours every day)
N/A	

10. Work Context

10.1 Potential Risk to Personal Health or Safety

Is there any potential risk to personal safety, illness, health (either physical or psychological)? If yes please give examples stating who or what poses the potential risk and the frequency of exposure.

Nature of risk	Frequency of Exposure
N/A	

If the post involves contact with the public or clients can the post holder call on the immediate support of other members of staff? Please give examples.

11. Knowledge and Skill

This factor measures knowledge and skills, in their broadest sense, in relation to the work or discipline required by any job covered by the Scheme, and which are necessary for the competent performance of the full duties and responsibilities of the job.

11.1 Type of Knowledge and Skill

What type of knowledge and skill is required in order to perform the duties of the post? Indicate also the depth of knowledge/skill required in each.

These may include technical, professional, operational or specialist disciplines as well as caring, interpersonal, literacy and linguistic skills, diplomacy, sensitivity, tact, dexterity, numeracy, knowledge of equipment and machinery, operational techniques, concepts, theories, procedures, and communications and management skills.

Type of Knowledge / Skill	Depth of knowledge / skill (e.g. Basic knowledge, Working knowledge, council expert)
Refer to Person Spec of JD	

11.2 Most Important Areas of Knowledge

From the above list give the two/three most important. Please give specific work examples to explain what is delivered in the job by an effective application of these two or three types of knowledge/skill

Detail in the person spec but here are some brief summary e.g.

Digital forensics investigations
Digital forensics technology
Quality and Compliance regulations
H&S Regulations
Operational contingencies
Response to critical and major incidents
Police Officer/Police Staff conditions of service
HR and Welfare Policies

11.3 Experience

Describe the type of experience required to do the job (e.g. domestic/non-work environment/voluntary work/academic work/other).

Refer to JD

GREATER MANCHESTER POLICE

JOB DESCRIPTION

POST TITLE:	Head of Digital Services
DEPARTMENT/DIVISION/BRANCH:	Evidential, Scientific and Digital Services (ESD)
SECTION/UNIT:	Digital Services
GRADE:	M (proposed N – Superintendent equivalent)
RESPONSIBLE TO:	Head of Evidential, Scientific and Digital Services
RESPONSIBLE FOR:	• The functions of Digital Services including Digital Forensic Investigation Unit, Visual and Audio Digital Services (VERA/CCTV), Digital Media Investigators and any future enhancements to Digital Services
AIM OF JOB:	Advise and assist the Head of ESD and Chief Officer Team on all matters of strategy, policy development, quality assurance, procedures and best practice relating to Digital Services that supports organisational priorities Ensure the provision of an effective, efficient and comprehensive digital forensic investigation service to the Force as directed by the Head of Evidential, Scientific and Digital Services Create an environment that fosters continual improvement through leadership development and the implementation and use of appropriate performance measures, and new technology, for service delivery. Responsibility for Digital Service compliance with the United Kingdom Accreditation Service (UKAS) and the Forensic Science Regulator and any other relevant standards. To ensure appropriate policy and procedures are set and are continually monitored and reviewed for Digital Services

MAIN DUTIES AND RESPONSIBILITIES

Digital:

- e Ensure the provision of an effective, efficient and comprehensive digital forensic investigation service to the Force
 - To promote and improve Digital Forensics, Intelligence and Investigations, Quality and Procurement by the adoption of appropriate systems, processes, staffing and technology.
 - To advise the Force on policy, procedure and technology changes.
 - To provide strategic direction to the force on the development of digital forensic techniques and changes in the use of technology making recommendations that will lead to continuous improvements.
 - To develop and promote GMP as a centre for excellence for digital & technical forensic investigations.
 - Overall responsibility and accountability for entire staff and non-staff budget within Digital Services.
 - Effective performance management including overall responsibility of ensuring consistent and relevant performance product across ESD Services
-
- Liaise with GMP staff/officers, other agencies & senior management to advise them in relation to best practice and procedures for investigating digital and electronic devices in accordance with nationally agreed protocols, law, legislations and the National Police Chiefs Council (NPCC) Good Practice Guide for Digital Evidence.
 -
 - Act as the Forces' primary authority and senior expert on digital forensic & technical investigation issues including policy, procedure and technical advances. Make written proposals and undertake research into new techniques and emerging technologies that may assist in the identification of offenders and the investigation of crime.
 - Advise ESD Services senior management, and other Senior Leadership teams throughout the force in relation to relevant developments in digital forensic & technical investigations, making recommendations that will lead to continuous improvement.
 - Attend court to give evidence, as required
 - To undertake a managerial role in the coordination of ESD Services' response to a major disaster or incident, ensuring the timely and effective deployment of staff and resources to support when appropriate any scene related requirements such as form a temporary digital forensic investigation lab conducting examinations on computers, mobile phones and other digital devices.
 - Attend major crime scenes and incidents as required in the capacity of a Senior Forensic Advisor in relation to digital, technical and electronic evidence, to advise on the recovery and recording of evidence to assist Senior Investigating Officers and other specialists in the investigation process.
 - To deal with serious or potentially disturbing material.
 - Maintain a professional Digital Service and health and safety environment, ensuring the delivery and compliance of Quality Management and Audit (ISO 17020, 17025), and the Forensic Regulator codes.

Other:

- Foster and maintain professional relationships with senior IS Branch colleagues in order to ensure GMP is at the forefront of digital Forensic technology.
- As directed by the Head of Evidential, Scientific and Digital Services:
 - Represent the Force on Regional and National groups
 - Undertake and manage Force and national level projects
 - Maintain effective working relationships with stakeholders external to GMP
 - Chair, lead and co-ordinate all relevant local meetings

Advise the Head of Evidential, Scientific and Digital Services on any Evidential Services matters required at Force level.

Ensure all opportunities are taken to maximise solved outcomes for the Force through the delivery of Digital services, ensuring efficiency at all times. Responsible for the effective and robust performance and service delivery of the Digital Services operating model in line with Force Policy, ensuring efficient performance, business benefits and value for money are delivered and enhanced wherever possible.

- Maintain effective working relationships with other Heads of Service within Evidential, Scientific and Digital Services, and internal stakeholder peers across districts and branches, collaborating to meet their needs, objectives and priorities.
- Ensure a thorough knowledge of collaborative opportunities relating to Digital Services, investigating and co-ordinating interdependencies where appropriate to improve the provision of services across the Force
- Research, develop and implement new Digital Service policies and procedures in line with the directives set by the Head of Evidential, Scientific and Digital Services
- Benchmark GMP Digital performance against national best practice, identifying and addressing areas for improvement.
- Prepare and deliver Digital Services strategic papers/plans at a senior management level.
- Responsible for the development and welfare of staff across Digital Services.
- Actively positively contribute to organisational culture, values and codes of conduct to maintain a professional positive working environment
- Assist in the recruitment, talent and succession planning management of all staff within the ESD Branch
- Requirement to participate in on call rota as and when required

General:

- To maintain awareness of Force and Departmental policies and procedures.
- To promote and comply with GMP's policies on health and safety both in the delivery of services and the treatment of others.
- Comply with and promote equality legislation and GMP's policies on diversity and equality. Take steps to eliminate unlawful discrimination, advance equality of opportunity and foster good relations.

- To comply with the requirements of GMP's policies on Drug and Alcohol testing – requirements in respect of specific posts/ roles are described in the policies which are available on the Intranet/SharePoint.
- To carry out such other duties which are consistent with the nature, responsibilities and grading of the post.
- To fully participate in GMP's development review process.
- If you have responsibility for staff; to manage staff development, performance and attendance using appropriate GMP policy and procedure.
- To promote and comply with Business Continuity Management as it affects GMP in relation to planning and service delivery in compliance with the Civil Contingencies Act.
- All staff and officers must adhere to and comply with Data Protection, Freedom of Information and Human Rights legislation and the Authorised Professional Practice (Information Management). It is the responsibility of all staff and officers to maintain data quality and security. Therefore when inputting, updating and using GMP information, you are to ensure that it is Accurate, Adequate, Relevant and Timely (AART), and that it is used / disclosed for business purposes only and kept secure. The most current guidance and advice in respect of compliance with the legislation and information / records management standards can be found on the Information Management Intranet site/Information Services SharePoint site.
- Supervisors and managers have the additional responsibility of ensuring that staff undertake the appropriate training and fully understand and apply the required Force policy, procedures and information / records management standards in the course of their duties. Supervisors and managers should ensure that staff / officers understand their responsibilities in maintaining data quality and security and have appropriate processes in place to monitor compliance.

NOTES

This job description records the principal responsibilities of the job at the date shown. The job description will be updated from time to time in conjunction with the post holders to reflect changes.

Please note that we will consider making reasonable adjustments to the above, in line with the Equality Act.

The most up to date version of various GMP policies and pieces of legislation can be found on the Intranet/ SharePoint. Further support and guidance can be sought from the HR Advisory Service or the Information Compliance and Records Management Unit. The most up to date telephone numbers are available on the GMP Intranet.

LEADERSHIP EXPECTATIONS

The Leadership Expectations is a framework, which describes the attributes, behaviours, and outcomes that are demonstrated by successful leaders across GMP. They also describe what all our staff and officers need to deliver in order to achieve the Force's vision "Protecting society and keeping people safe".

The Leadership Expectations will be embedded in leadership training, recruitment and selection, police officer promotion, development programmes and performance reviews.

Our Leadership Expectations are:

Inspiring Others

Listening to, involving and motivating others to take action and behave with courage and integrity

Enabling Change and Improvement

Taking responsibility to solve problems, implement change and make improvements to our services

Developing Yourself and Others

Developing yourself and others to succeed and increase their contribution to GMP

Responsibility for/to the Team

Setting a clear direction and promoting teamwork to achieve high standards of professionalism and performance in all situations however challenging

Working in Partnership

Working as one GMP team and with external partners to achieve results that benefit GMP and our communities

Demonstrating Respect and Compassion

Treating all our people, partners and communities with respect and compassion

Service Delivery

Delivering excellent policing services to the people of Greater Manchester

Leaders have been identified at four levels:

- Peer
- First
- Middle
- Senior

The **Head of Digital Service** has been identified as: **A Senior Leader**

Please Note: As well as assessing candidates against criteria outlined in the Person Specification, the selection process will also include candidate assessment of the leadership expectations.

For more information on our leadership expectations please visit our website
www.gmp-recruitment.co.uk

PERSON SPECIFICATION
Head of Digital Services
Evidential, Scientific and Digital Services.

Short-Listing Criteria	Essential/ Desirable (E/D)	Assessment of Criteria (how the shortlisting criteria will be assessed)
<u>Qualifications/Education</u> Post Graduate Certificate in Forensic Computing or Bachelor's Degree in a digital forensic subject. Or Worked as a Senior practitioner within a Digital Forensic subject/discipline. Member of Professional Institute, Management or Scientific Body.	E D	AF/C AF/C
<u>Experience</u> Significant management experience in: - • Commercial/Public Sector Management • Budget Management Experience in risk assessing cases to inform allocation and prioritization of cases. Experience of working with Senior investigators to set case strategies around digital evidence. Experience in the control and management of budgets and the selection and purchase of items of equipment. Experience of creating business cases to manage change and the efficient use of resources in a digital environment. Experience of co-ordinating, creating, developing and managing policy relating to an investigative environment. Experience of project management. Experience in the recruitment and selection of staff. Presented digital evidence at court.	E D* E E E E E E E	
<u>Knowledge</u> Detailed knowledge of relevant theory, current practice and the latest developments within Digital forensics.	E	

Detailed knowledge, practical application and management of quality assurance procedures in digital forensic work.	E	
Extensive knowledge of the use of measurement in the context of performance and quality improvement	E	
Significant knowledge of principles, methods, techniques and tools for the preparation and monitoring of budgets	E	
Has a firm understanding of the Policing Strategy, vision, goals and objectives. *	D*	
Awareness of current developments and trends within the Police Service that may impact upon digital services. *	D*	
Be familiar with the Management of Police Information (MOPI), Criminal Procedure and Investigations Act 1996 (CPIA) and the Police and Criminal Evidence Act 1984 (PACE) and other relevant legislation and have an understanding of the application of such legislation to the investigative process, particularly from a digital forensic perspective.	D*	
Knowledge of current forensic processes and systems within a Policing environment. *	D*	
<u>Skills/Abilities</u>		
Have proven ability in all aspects relating to the management and supervision of staff.	E	
Have proven ability in communicating (verbal, electronic and written format) at a variety of levels within an organisation and externally including negotiating and influencing skills. Has the ability to deal with sensitive matters when required.	E	
Can effectively manage a variety of different projects/issues at any given time and possess the resilience/aptitude to modify plans/ assess priorities at short notice according to the requirements of the service.	E	
Ability to deliver objectives under pressure and within tight timescales	E	
Demonstrates the ability to manage and deal with conflict resolution in a professional, constructive and productive manner to achieve a positive outcome.	E	
Consulted with senior managers, Home Office other forces or similar outside agencies.	E	

<u>Other</u>		
Has achieved a good attendance record.	E	
Full UK driving licence and access to a vehicle for business purposes.	E	
This is a designated post under the Force Vetting Strategy and the post will therefore attract an enhanced level of vetting.	E	
As a condition of being appointed to this post an individual will be required to provide a sample of their Biometric material. These samples may be searched against National Databases to assist in the elimination of identified samples recovered from crime scenes.	E	

Key

AF(E)	Eligibility (this will be checked by the recruitment team)
AF	Application Form
C	Certificate
T	Test
I	Interview

- Candidates who do not demonstrate on the application form, criteria assessed at eligibility stage (E), may not be considered for short-listing.
- Candidates who do not demonstrate on the application form, criteria identified as essential and being assessed at application form (AF), may not be shortlisted.
- All essential criteria above will also be discussed in GMP's - development review process.
- The desirable criteria marked with an asterisk will be desirable at selection stage but will become essential once in post and will be discussed in the development review process.
- A good attendance record will be assessed in accordance with current guidelines. For recruitment purposes this can only legally occur following a provisional offer, at which stage the offer can be rescinded. Consideration will be given to Disability related absence/maternity related absence in line with current guidelines.

GREATER MANCHESTER POLICE

JOB DESCRIPTION

POST TITLE:	Head of Digital Services
DEPARTMENT/DIVISION/BRANCH:	Evidential, Scientific and Digital Services (ESD)
SECTION/UNIT:	Digital Services
GRADE:	N
RESPONSIBLE TO:	Head of Evidential, Scientific and Digital Services
RESPONSIBLE FOR:	VADS Senior Manager Digital Services Manager Nimbus Implementation Lead
AIM OF JOB:	Advise and assist the Head of ESD and Chief Officer Team on all matters of strategy, policy development, quality assurance, procedures and best practice relating to Digital Services that supports organisational priorities. Ensure the provision of an effective, efficient and comprehensive digital forensic investigation service to the Force as directed by the Head of Evidential, Scientific and Digital Services. Create an environment that fosters continual improvement through leadership development and the implementation and use of appropriate performance measures, and new technology, for service delivery. Responsibility for Digital Service compliance with the United Kingdom Accreditation Service (UKAS) and the Forensic Science Regulator and any other relevant standards. To ensure appropriate policy and procedures are set and are continually monitored and reviewed for Digital Services.

MAIN DUTIES AND RESPONSIBILITIES

- Ensure the provision of an effective, efficient and comprehensive digital forensic investigation service to the Force.
- To promote and improve Digital Forensics, Intelligence and Investigations, Quality and Procurement by the adoption of appropriate systems, processes, staffing and technology.

- To advise the Force on policy, procedure and technology changes.
- To provide strategic direction to the force on the development of digital forensic techniques and changes in the use of technology making recommendations that will lead to continuous improvements.
- To develop and promote GMP as a centre for excellence for digital & technical forensic investigations.
- Overall responsibility and accountability for entire staff and non-staff budget within Digital Services.
- Effective performance management including overall responsibility of ensuring consistent and relevant performance product across ESD Services.
- Liaise with GMP staff/officers, other agencies & senior management to advise them in relation to best practice and procedures for investigating digital and electronic devices in accordance with nationally agreed protocols, law, legislations and the National Police Chiefs Council (NPCC) Good Practice Guide for Digital Evidence.
- Act as the Forces' primary authority and senior expert on digital forensic & technical investigation issues including policy, procedure and technical advances. Make written proposals and undertake research into new techniques and emerging technologies that may assist in the identification of offenders and the investigation of crime.
- Advise ESD Services senior management, and other Senior Leadership teams throughout the force in relation to relevant developments in digital forensic & technical investigations, making recommendations that will lead to continuous improvement.
- Attend court to give evidence, as required.
- To undertake a managerial role in the coordination of ESD Services' response to a major disaster or incident, ensuring the timely and effective deployment of staff and resources to support when appropriate any scene related requirements such as form a temporary digital forensic investigation lab conducting examinations on computers, mobile phones and other digital devices.
- Attend major crime scenes and incidents as required in the capacity of a Senior Forensic Advisor in relation to digital, technical and electronic evidence, to advise on the recovery and recording of evidence to assist Senior Investigating Officers and other specialists in the investigation process.
- To deal with serious or potentially disturbing material.
- Maintain a professional Digital Service and health and safety environment, ensuring the delivery and compliance of Quality Management and Audit (ISO 17020, 17025), and the Forensic Regulator codes.
- Foster and maintain professional relationships with senior IT Branch colleagues in order to ensure GMP is at the forefront of digital Forensic technology.
- As directed by the Head of Evidential, Scientific and Digital Services:
 - Represent the Force on Regional and National groups;
 - Undertake and manage Force and national level projects;
 - Maintain effective working relationships with stakeholders external to GMP; and
 - Chair, lead and co-ordinate all relevant local meetings.
- Advise the Head of Evidential, Scientific and Digital Services on any Evidential Services matters required at Force level.

- Ensure all opportunities are taken to maximise solved outcomes for the Force through the delivery of Digital services, ensuring efficiency at all times. Responsible for the effective and robust performance and service delivery of the Digital Services operating model in line with Force Policy, ensuring efficient performance, business benefits and value for money are delivered and enhanced wherever possible.
- Maintain effective working relationships with other Heads of Service within Evidential, Scientific and Digital Services, and internal stakeholder peers across districts and branches, collaborating to meet their needs, objectives and priorities.
- Ensure a thorough knowledge of collaborative opportunities relating to Digital Services, investigating and co-ordinating interdependencies where appropriate to improve the provision of services across the Force.
- Research, develop and implement new Digital Service policies and procedures in line with the directives set by the Head of Evidential, Scientific and Digital Services.
- Benchmark GMP Digital performance against national best practice, identifying and addressing areas for improvement.
- Prepare and deliver Digital Services strategic papers/plans at a senior management level.
- Responsible for the development and welfare of staff across Digital Services.
- Actively positively contribute to organisational culture, values and codes of conduct to maintain a professional positive working environment.
- Assist in the recruitment, talent and succession planning management of all staff within the ESD Branch.
- Requirement to participate in on call rota as and when required.

General

- To promote and comply with GMP's policies on health and safety both in the delivery of services and the treatment of others.
- Comply with and promote equality legislation and GMP's policies on diversity and equality. Take steps to eliminate unlawful discrimination, advance equality of opportunity and foster good relations.
- To comply with the requirements of GMP's policies on Drug and Alcohol testing – requirements in respect of specific posts/ roles are described in the policies which are available on the Intranet/SharePoint.
- To fully participate in GMP's development review process.
- If you have responsibility for staff; to manage staff development, performance and attendance using appropriate GMP policy and procedure.
- To promote and comply with Business Continuity Management as it affects GMP in relation to planning and service delivery in compliance with the Civil Contingencies Act.
- All staff and officers must adhere to and comply with Data Protection, Freedom of Information and Human Rights legislation and the Authorised Professional Practice (Information Management). It is the responsibility of all staff and officers to maintain data quality and security. Therefore when inputting, updating and using GMP information, you are to ensure that it is Accurate, Adequate, Relevant and Timely (AART), and that it is used/disclosed for business purposes only and kept secure. The most current guidance and advice in respect of compliance with the legislation and

information/records management standards can be found on the Information Management Intranet site/Information Services SharePoint site.

- Supervisors and managers have the additional responsibility of ensuring that staff undertake the appropriate training and fully understand and apply the required Force policy, procedures and information / records management standards in the course of their duties. Supervisors and managers should ensure that staff / officers understand their responsibilities in maintaining data quality and security and have appropriate processes in place to monitor compliance.
- To carry out such other duties which are consistent with the nature, responsibilities and grading of the post.

Forensic Specific

- Enforce compliance with ISO accreditation standards and internal procedures to ensure that established ISO quality and process procedures are being followed by the appropriate personnel at all times.
- Ensure quality standards within Forensic Services are maintained, including staff competence, and that any identified corrective or preventive actions are investigated and resolved.
- Monitor and evaluate the effectiveness of the Quality Management System and improvement programmes.

NOTES

This job description records the principal responsibilities of the job at the date shown. The job description will be updated from time to time in conjunction with the post holders to reflect changes.

Please note that we will consider making reasonable adjustments to the above, in line with the Equality Act.

The most up to date version of various GMP policies and pieces of legislation can be found on the Intranet/ SharePoint. Further support and guidance can be sought from the HR Advisory Service or the Information Compliance and Records Management Unit. The most up to date telephone numbers are available on the GMP Intranet.

LEADERSHIP EXPECTATIONS

The Leadership Expectations is a framework, which describes the attributes, behaviours, and outcomes that are demonstrated by successful leaders across GMP. They also describe what all our staff and officers need to deliver in order to achieve the Force's vision "Protecting society and keeping people safe".

The Leadership Expectations will be embedded in leadership training, recruitment and selection, police officer promotion, development programmes and performance reviews.

Our Leadership Expectations are:

Inspiring Others

Listening to, involving and motivating others to take action and behave with courage and integrity

Enabling Change and Improvement

Taking responsibility to solve problems, implement change and make improvements to our services

Developing Yourself and Others

Developing yourself and others to succeed and increase their contribution to GMP

Responsibility for/to the Team

Setting a clear direction and promoting teamwork to achieve high standards of professionalism and performance in all situations however challenging

Working in Partnership

Working as one GMP team and with external partners to achieve results that benefit GMP and our communities

Demonstrating Respect and Compassion

Treating all our people, partners and communities with respect and compassion

Service Delivery

Delivering excellent policing services to the people of Greater Manchester

Leaders have been identified at four levels:

- Peer
- First
- Middle
- Senior

The **Head of Digital Services** has been identified as: **A Senior Leader**

Please Note: As well as assessing candidates against criteria outlined in the Person Specification, the selection process will also include candidate assessment of the leadership expectations.

For more information on our leadership expectations please visit our website
www.gmp-recruitment.co.uk

PERSON SPECIFICATION
Head of Digital Services
Evidential, Scientific and Digital Services (ESD)

Short-Listing Criteria	Essential/ Desirable (E/D)	Assessment of Criteria (how the shortlisting criteria will be assessed)
<u>Qualifications/Education</u> Post Graduate Certificate in Forensic Computing Or Bachelor's Degree in a digital forensic subject. Or Worked as a Senior practitioner within a Digital Forensic subject/discipline. Member of Professional Institute, Management or Scientific Body.	E D	AF/C AF/C
<u>Experience</u> Significant management experience in: - • Commercial/Public Sector Management • Budget Management Experience in risk assessing cases to inform allocation and prioritization of cases. * Experience of working with Senior investigators to set case strategies around digital evidence. Experience in the control and management of budgets and the selection and purchase of items of equipment. Experience of creating business cases to manage change and the efficient use of resources in a digital environment. Experience of coordinating, creating, developing and managing policy relating to an investigative environment. Experience of project management. Experience in the recruitment and selection of staff. Presented digital evidence at court.	E D* E E E E E E	
<u>Knowledge</u> Detailed knowledge of relevant theory, current practice and the latest developments within Digital forensics.	E	

Detailed knowledge, practical application and management of quality assurance procedures in digital forensic work.	E	
Extensive knowledge of the use of measurement in the context of performance and quality improvement.	E	
Significant knowledge of principles, methods, techniques and tools for the preparation and monitoring of budgets.	E	
Has a firm understanding of the Policing Strategy, vision, goals and objectives. *	D*	
Awareness of current developments and trends within the Police Service that may impact upon digital services. *	D*	
Be familiar with the Management of Police Information (MOPI), Criminal Procedure and Investigations Act 1996 (CPIA) and the Police and Criminal Evidence Act 1984 (PACE) and other relevant legislation and have an understanding of the application of such legislation to the investigative process, particularly from a digital forensic perspective. *	D*	
Knowledge of current forensic processes and systems within a Policing environment. *	D*	
<u>Skills/Abilities</u>		
Have proven ability in all aspects relating to the management and supervision of staff.	E	
Have proven ability in communicating (verbal, electronic and written format) at a variety of levels within an organisation and externally including negotiating and influencing skills. Has the ability to deal with sensitive matters when required.	E	
Can effectively manage a variety of different projects/issues at any given time and possess the resilience/aptitude to modify plans/ assess priorities at short notice according to the requirements of the service.	E	
Ability to deliver objectives under pressure and within tight timescales.	E	
Demonstrates the ability to manage and deal with conflict resolution in a professional, constructive and productive manner to achieve a positive outcome.	E	
Consulted with senior managers, Home Office other forces or similar outside agencies.	E	

<u>Other</u>		
Has achieved a good attendance record.	E	
Full UK driving license and access to a vehicle for business purposes.	E	
This is a designated post under the Force Vetting Strategy and the post will therefore attract an enhanced level of vetting.	E	
As a condition of being appointed to this post an individual will be required to provide a sample of their Biometric material. These samples may be searched against National Databases to assist in the elimination of identified samples recovered from crime scenes.	E	

Key

AF(E)	Eligibility (this will be checked by the recruitment team)
AF	Application Form
C	Certificate
T	Test
I	Interview

Please note:

- Candidates who do not demonstrate on the application form, criteria assessed at eligibility stage (E), may not be considered for short-listing.
- Candidates who do not demonstrate on the application form, criteria identified as essential and being assessed at application form (AF), may not be shortlisted.
- All essential criteria above will also be discussed in GMP's - development review process.
- The desirable criteria marked with an asterisk will be desirable at selection stage but will become essential once in post and will be discussed in the development review process.
- A good attendance record will be assessed in accordance with current guidelines. For recruitment purposes this can only legally occur following a provisional offer, at which stage the offer can be rescinded. Consideration will be given to Disability related absence/maternity related absence in line with current guidelines.

GREATER MANCHESTER POLICE

JOB DESCRIPTION

POST TITLE:	Head of Digital Services (Digital Forensics)
DEPARTMENT/DIVISION/BRANCH:	Evidential, Scientific and Digital Services (ESD)
SECTION/UNIT:	Digital Services
GRADE:	N
RESPONSIBLE TO:	Head of Evidential, Scientific and Digital Services
RESPONSIBLE FOR:	Digital Services Manager
AIM OF JOB:	To lead on behalf of GMP on all matters of strategy, policy development, quality assurance, procedures and best practice relating to Digital Services that supports organisational priorities. Create an environment that fosters continual improvement through leadership development and the implementation and use of appropriate performance measures, and new technology, for service delivery. <u>To lead the ESD on</u> all matters of strategy, policy development, quality assurance, procedures and best practice relating to Digital Services that supports organisational priorities. Responsibility for Digital Service compliance with the United Kingdom Accreditation Service (UKAS) and the Forensic Science Regulator and any other relevant standards. To ensure appropriate policy and procedures are set and are continually monitored and reviewed for Digital Services.

MAIN DUTIES AND RESPONSIBILITIES

- As the Force Lead for Digital Services:
 - Research, develop and implement new Digital Service policies and procedures.
 - Represent the Force on Regional and National groups;
 - Undertake and manage Force and national level projects;
 - Maintain effective working relationships with stakeholders external to GMP; and
 - Chair, lead and co-ordinate all relevant local meetings.
-

- Ensure the provision of an effective, efficient and comprehensive digital forensic investigation service to the Force.
- To promote and improve Digital Forensics, Intelligence and Investigations, Quality and Procurement by the adoption of appropriate systems, processes, staffing and technology.
- To provide strategic direction to the force on the development of digital forensic techniques and changes in the use of technology making recommendations that will lead to continuous improvements.
- To develop and promote GMP as a centre for excellence for digital & technical forensic investigations.
- Overall responsibility and accountability for entire staff and non-staff budget within Digital Services.
- Effective performance management including overall responsibility of ensuring consistent and relevant performance product across ESD Services.
- Liaise with GMP staff/officers, other agencies & senior management to advise them in relation to best practice and procedures for investigating digital and electronic devices in accordance with nationally agreed protocols, law, legislations and the National Police Chiefs Council (NPCC) Good Practice Guide for Digital Evidence.
- Act as the Forces' primary authority and senior expert on digital forensic & technical investigation issues including policy, procedure and technical advances. Make written proposals and undertake research into new techniques and emerging technologies that may assist in the identification of offenders and the investigation of crime.
- Advise ESD Services senior management, and other Senior Leadership teams throughout the force in relation to relevant developments in digital forensic & technical investigations, making recommendations that will lead to continuous improvement.
- Attend court to give evidence, as required.
- To undertake a managerial role in the coordination of ESD Services' response to a major disaster or incident, ensuring the timely and effective deployment of staff and resources to support when appropriate any scene related requirements such as form a temporary digital forensic investigation lab conducting examinations on computers, mobile phones and other digital devices.
- Attend major crime scenes and incidents as required in the capacity of a Senior Forensic Advisor in relation to digital, technical and electronic evidence, to advise on the recovery and recording of evidence to assist Senior Investigating Officers and other specialists in the investigation process.
- To deal with serious or potentially disturbing material.
-
- Maintain a professional environment within Digital Services with respect to Health and Safety, compliance and Quality Management. This will also encompass an audit function and capability (ISO 17020, 17025 and adherence to the current Forensic Regulator Codes.
- Foster and maintain professional relationships with senior IT Branch colleagues in order to ensure GMP is at the forefront of digital Forensic technology.
- Advise the Head of Evidential, Scientific and Digital Services on any Evidential Services matters required at Force level.

- Ensure all opportunities are taken to maximise solved outcomes for the Force through the delivery of Digital services, ensuring efficiency at all times. Responsible for the effective and robust performance and service delivery of the Digital Services operating model in line with Force Policy, ensuring efficient performance, business benefits and value for money are delivered and enhanced wherever possible.
- Maintain effective working relationships with other Heads of Service within Evidential, Scientific and Digital Services, and internal stakeholder peers across districts and branches, collaborating to meet their needs, objectives and priorities.
- Ensure a thorough knowledge of collaborative opportunities relating to Digital Services, investigating and co-ordinating interdependencies where appropriate to improve the provision of services across the Force.
- Research, develop and implement new Digital Service policies and procedures in line with the directives set by the Head of Evidential, Scientific and Digital Services.
- Benchmark GMP Digital performance against national best practice, identifying and addressing areas for improvement.
-
- Responsible for the development and welfare of staff across Digital Services.
- Actively positively contribute to organisational culture, values and codes of conduct to maintain a professional positive working environment.
- Assist in the recruitment, talent and succession planning management of all staff within the ESD Branch.
- Requirement to participate in on call rota as and when required.

General

- To promote and comply with GMP's policies on health and safety both in the delivery of services and the treatment of others.
- Comply with and promote equality legislation and GMP's policies on diversity and equality. Take steps to eliminate unlawful discrimination, advance equality of opportunity and foster good relations.
- To comply with the requirements of GMP's policies on Drug and Alcohol testing – requirements in respect of specific posts/ roles are described in the policies which are available on the Intranet/SharePoint.
- To fully participate in GMP's development review process.
- If you have responsibility for staff; to manage staff development, performance and attendance using appropriate GMP policy and procedure.
- To promote and comply with Business Continuity Management as it affects GMP in relation to planning and service delivery in compliance with the Civil Contingencies Act.
- All staff and officers must adhere to and comply with Data Protection, Freedom of Information and Human Rights legislation and the Authorised Professional Practice (Information Management). It is the responsibility of all staff and officers to maintain data quality and security. Therefore when inputting, updating and using GMP information, you are to ensure that it is Accurate, Adequate, Relevant and Timely (AART), and that it is used/disclosed for business purposes only and kept secure. The most current guidance and advice in respect of compliance with the legislation and

information/records management standards can be found on the Information Management Intranet site/Information Services SharePoint site.

- Supervisors and managers have the additional responsibility of ensuring that staff undertake the appropriate training and fully understand and apply the required Force policy, procedures and information / records management standards in the course of their duties. Supervisors and managers should ensure that staff / officers understand their responsibilities in maintaining data quality and security and have appropriate processes in place to monitor compliance.
- To carry out such other duties which are consistent with the nature, responsibilities and grading of the post.

Forensic Specific

- Enforce compliance with ISO accreditation standards and internal procedures to ensure that established ISO quality and process procedures are being followed by the appropriate personnel at all times.
- Ensure quality standards within Evidential, Scientific and Digital Services are maintained, including staff competence, and that any identified corrective or preventive actions are investigated and resolved.
- Monitor and evaluate the effectiveness of the Quality Management System and improvement programmes.

NOTES

This job description records the principal responsibilities of the job at the date shown. The job description will be updated from time to time in conjunction with the post holders to reflect changes.

Please note that we will consider making reasonable adjustments to the above, in line with the Equality Act.

The most up to date version of various GMP policies and pieces of legislation can be found on the Intranet/ SharePoint. Further support and guidance can be sought from the HR Advisory Service or the Information Compliance and Records Management Unit. The most up to date telephone numbers are available on the GMP Intranet.

LEADERSHIP EXPECTATIONS

The Leadership Expectations is a framework, which describes the attributes, behaviours, and outcomes that are demonstrated by successful leaders across GMP. They also describe what all our staff and officers need to deliver in order to achieve the Force's vision "Protecting society and keeping people safe".

The Leadership Expectations will be embedded in leadership training, recruitment and selection, police officer promotion, development programmes and performance reviews.

Our Leadership Expectations are:

Inspiring Others

Listening to, involving and motivating others to take action and behave with courage and integrity

Enabling Change and Improvement

Taking responsibility to solve problems, implement change and make improvements to our services

Developing Yourself and Others

Developing yourself and others to succeed and increase their contribution to GMP

Responsibility for/to the Team

Setting a clear direction and promoting teamwork to achieve high standards of professionalism and performance in all situations however challenging

Working in Partnership

Working as one GMP team and with external partners to achieve results that benefit GMP and our communities

Demonstrating Respect and Compassion

Treating all our people, partners and communities with respect and compassion

Service Delivery

Delivering excellent policing services to the people of Greater Manchester

Leaders have been identified at four levels:

- Peer
- First
- Middle
- Senior

The **Head of Digital Services** has been identified as: **A Senior Leader**

Please Note: As well as assessing candidates against criteria outlined in the Person Specification, the selection process will also include candidate assessment of the leadership expectations.

For more information on our leadership expectations please visit our website
www.gmp-recruitment.co.uk

PERSON SPECIFICATION
Head of Digital Services
Evidential, Scientific and Digital Services (ESD)

Short-Listing Criteria	Essential/ Desirable (E/D)	Assessment of Criteria (how the shortlisting criteria will be assessed)
<u>Qualifications/Education</u> Post Graduate Certificate in Forensic Computing Or Bachelor's Degree in a digital forensic subject. Or Worked as a Senior practitioner within a Digital Forensic subject/discipline. Member of Professional Institute, Management or Scientific Body.	E D	AF/C AF/C
<u>Experience</u> Significant management experience in: - • Commercial/Public Sector Management • Budget Management Experience in risk assessing cases to inform allocation and prioritization of cases. * Experience of working with Senior investigators to set case strategies around digital evidence. Experience in the control and management of budgets and the selection and purchase of items of equipment. Experience of creating business cases to manage change and the efficient use of resources in a digital environment. Experience of coordinating, creating, developing and managing policy relating to an investigative environment. Experience of project management. Experience in the recruitment and selection of staff. Presented digital evidence at court.	E D* E E E E E E E	
<u>Knowledge</u> Detailed knowledge of relevant theory, current practice and the latest developments within Digital forensics.	E	

Detailed knowledge, practical application and management of quality assurance procedures in digital forensic work.	E	
Extensive knowledge of the use of measurement in the context of performance and quality improvement.	E	
Significant knowledge of principles, methods, techniques and tools for the preparation and monitoring of budgets.	E	
Has a firm understanding of the Policing Strategy, vision, goals and objectives. *	D*	
Awareness of current developments and trends within the Police Service that may impact upon digital services. *	D*	
Be familiar with the Management of Police Information (MOPI), Criminal Procedure and Investigations Act 1996 (CPIA) and the Police and Criminal Evidence Act 1984 (PACE) and other relevant legislation and have an understanding of the application of such legislation to the investigative process, particularly from a digital forensic perspective. *	D*	
Knowledge of current forensic processes and systems within a Policing environment. *	D*	
<u>Skills/Abilities</u>		
Have proven ability in all aspects relating to the management and supervision of staff.	E	
Have proven ability in communicating (verbal, electronic and written format) at a variety of levels within an organisation and externally including negotiating and influencing skills. Has the ability to deal with sensitive matters when required.	E	
Can effectively manage a variety of different projects/issues at any given time and possess the resilience/aptitude to modify plans/ assess priorities at short notice according to the requirements of the service.	E	
Ability to deliver objectives under pressure and within tight timescales.	E	
Demonstrates the ability to manage and deal with conflict resolution in a professional, constructive and productive manner to achieve a positive outcome.	E	
Consulted with senior managers, Home Office other forces or similar outside agencies.	E	

<u>Other</u>		
Has achieved a good attendance record.	E	
Full UK driving license and access to a vehicle for business purposes.	E	
This is a designated post under the Force Vetting Strategy and the post will therefore attract an enhanced level of vetting.	E	
As a condition of being appointed to this post an individual will be required to provide a sample of their Biometric material. These samples may be searched against National Databases to assist in the elimination of identified samples recovered from crime scenes.	E	

Key

AF(E)	Eligibility (this will be checked by the recruitment team)
AF	Application Form
C	Certificate
T	Test
I	Interview

Please note:

- Candidates who do not demonstrate on the application form, criteria assessed at eligibility stage (E), may not be considered for short-listing.
- Candidates who do not demonstrate on the application form, criteria identified as essential and being assessed at application form (AF), may not be shortlisted.
- All essential criteria above will also be discussed in GMP's - development review process.
- The desirable criteria marked with an asterisk will be desirable at selection stage but will become essential once in post and will be discussed in the development review process.
- A good attendance record will be assessed in accordance with current guidelines. For recruitment purposes this can only legally occur following a provisional offer, at which stage the offer can be rescinded. Consideration will be given to Disability related absence/maternity related absence in line with current guidelines.

GREATER MANCHESTER POLICE
JOB DESCRIPTION

POST TITLE:	Head of Digital Services (Digital Forensics)
DEPARTMENT/DIVISION/BRANCH:	Evidential, Scientific and Digital Services (ESD)
SECTION/UNIT:	Digital Services
GRADE:	N
RESPONSIBLE TO:	Head of Evidential, Scientific and Digital Services
RESPONSIBLE FOR:	Digital Services Manager
AIM OF JOB:	To lead on behalf of GMP on all matters of strategy, policy development, quality assurance, procedures and best practice relating to Digital Services that supports organisational priorities. Create an environment that fosters continual improvement through leadership development and the implementation and use of appropriate performance measures, and new technology, for service delivery. To lead the ESD on all matters of strategy, policy development, quality assurance, procedures and best practice relating to Digital Services that supports organisational priorities. Responsibility for Digital Service compliance with the United Kingdom Accreditation Service (UKAS) and the Forensic Science Regulator and any other relevant standards. To ensure appropriate policy and procedures are set and are continually monitored and reviewed for Digital Services.

MAIN DUTIES AND RESPONSIBILITIES

- As the Force Lead for Digital Services:
 - Research, develop and implement new Digital Service policies and procedures.
 - Represent the Force on Regional and National groups;
 - Undertake and manage Force and national level projects;
 - Maintain effective working relationships with stakeholders external to GMP; and
 - Chair, lead and co-ordinate all relevant local meetings.
- Ensure the provision of an effective, efficient and comprehensive digital forensic investigation service to the Force.
- To promote and improve Digital Forensics, Intelligence and Investigations, Quality and Procurement by the adoption of appropriate systems, processes, staffing and technology.
- To provide strategic direction to the force on the development of digital forensic techniques and changes in the use of technology making recommendations that will lead to continuous improvements.
- To develop and promote GMP as a centre for excellence for digital & technical forensic investigations.
- Overall responsibility and accountability for entire staff and non-staff budget within Digital Services.
- Effective performance management including overall responsibility of ensuring consistent and relevant performance product across ESD Services.
- Liaise with GMP staff/officers, other agencies & senior management to advise them in relation to best practice and procedures for investigating digital and electronic devices in accordance with nationally agreed protocols, law, legislations and the National Police Chiefs Council (NPCC) Good Practice Guide for Digital Evidence.
- Act as the Forces' primary authority and senior expert on digital forensic & technical investigation issues including policy, procedure and technical advances. Make written proposals and undertake research into new techniques and emerging technologies that may assist in the identification of offenders and the investigation of crime.
- Advise ESD Services senior management, and other Senior Leadership teams throughout the force in relation to relevant developments in digital forensic & technical investigations, making recommendations that will lead to continuous improvement.
- Attend court to give evidence, as required.
- To undertake a managerial role in the coordination of ESD Services' response to a major disaster or incident, ensuring the timely and effective deployment of staff and resources to support when appropriate any scene related requirements such as form a temporary digital forensic investigation lab conducting examinations on computers, mobile phones and other digital devices.
- Attend major crime scenes and incidents as required in the capacity of a Senior Forensic Advisor in relation to digital, technical and electronic evidence, to advise on the recovery and recording of evidence to assist Senior Investigating Officers and other specialists in the investigation process.
- To deal with serious or potentially disturbing material.
- Maintain a professional environment within Digital Services with respect to Health and Safety, compliance and Quality Management. This will also encompass an audit function and capability (ISO 17020, 17025 and adherence to the current Forensic Regulator Codes).

- Foster and maintain professional relationships with senior IT Branch colleagues in order to ensure GMP is at the forefront of digital Forensic technology.
- Advise the Head of Evidential, Scientific and Digital Services on any Evidential Services matters required at Force level.
- Ensure all opportunities are taken to maximise solved outcomes for the Force through the delivery of Digital services, ensuring efficiency at all times. Responsible for the effective and robust performance and service delivery of the Digital Services operating model in line with Force Policy, ensuring efficient performance, business benefits and value for money are delivered and enhanced wherever possible.
- Maintain effective working relationships with other Heads of Service within Evidential, Scientific and Digital Services, and internal stakeholder peers across districts and branches, collaborating to meet their needs, objectives and priorities.
- Ensure a thorough knowledge of collaborative opportunities relating to Digital Services, investigating and co-ordinating interdependencies where appropriate to improve the provision of services across the Force.
- Research, develop and implement new Digital Service policies and procedures in line with the directives set by the Head of Evidential, Scientific and Digital Services.
- Benchmark GMP Digital performance against national best practice, identifying and addressing areas for improvement.
- Responsible for the development and welfare of staff across Digital Services.
- Actively positively contribute to organisational culture, values and codes of conduct to maintain a professional positive working environment.
- Assist in the recruitment, talent and succession planning management of all staff within the ESD Branch.
- Requirement to participate in on call rota as and when required.

General

- To promote and comply with GMP's policies on health and safety both in the delivery of services and the treatment of others.
- Comply with and promote equality legislation and GMP's policies on diversity and equality. Take steps to eliminate unlawful discrimination, advance equality of opportunity and foster good relations.
- To comply with the requirements of GMP's policies on Drug and Alcohol testing – requirements in respect of specific posts/ roles are described in the policies which are available on the Intranet/SharePoint.
- To fully participate in GMP's development review process.
- If you have responsibility for staff; to manage staff development, performance and attendance using appropriate GMP policy and procedure.
- To promote and comply with Business Continuity Management as it affects GMP in relation to planning and service delivery in compliance with the Civil Contingencies Act.
- All staff and officers must adhere to and comply with Data Protection, Freedom of Information and Human Rights legislation and the Authorised Professional Practice (Information Management). It is the responsibility of all staff and officers to maintain data quality and security. Therefore when

inputting, updating and using GMP information, you are to ensure that it is Accurate, Adequate, Relevant and Timely (AART), and that it is used/disclosed for business purposes only and kept secure. The most current guidance and advice in respect of compliance with the legislation and information/records management standards can be found on the Information Management Intranet site/Information Services SharePoint site.

- Supervisors and managers have the additional responsibility of ensuring that staff undertake the appropriate training and fully understand and apply the required Force policy, procedures and information / records management standards in the course of their duties. Supervisors and managers should ensure that staff / officers understand their responsibilities in maintaining data quality and security and have appropriate processes in place to monitor compliance.
- To carry out such other duties which are consistent with the nature, responsibilities and grading of the post.

Forensic Specific

- Enforce compliance with ISO accreditation standards and internal procedures to ensure that established ISO quality and process procedures are being followed by the appropriate personnel at all times.
- Ensure quality standards within Evidential, Scientific and Digital Services are maintained, including staff competence, and that any identified corrective or preventive actions are investigated and resolved.
- Monitor and evaluate the effectiveness of the Quality Management System and improvement programmes.

NOTES

This job description records the principal responsibilities of the job at the date shown. The job description will be updated from time to time in conjunction with the post holders to reflect changes.

Please note that we will consider making reasonable adjustments to the above, in line with the Equality Act.

The most up to date version of various GMP policies and pieces of legislation can be found on the Intranet/ SharePoint. Further support and guidance can be sought from the HR Advisory Service or the Information Compliance and Records Management Unit. The most up to date telephone numbers are available on the GMP Intranet.

LEADERSHIP EXPECTATIONS

The Leadership Expectations is a framework, which describes the attributes, behaviours, and outcomes that are demonstrated by successful leaders across GMP. They also describe what all our staff and officers need to deliver in order to achieve the Force's vision "Protecting society and keeping people safe".

The Leadership Expectations will be embedded in leadership training, recruitment and selection, police officer promotion, development programmes and performance reviews.

Our Leadership Expectations are:

Inspiring Others

Listening to, involving and motivating others to take action and behave with courage and integrity

Enabling Change and Improvement

Taking responsibility to solve problems, implement change and make improvements to our services

Developing Yourself and Others

Developing yourself and others to succeed and increase their contribution to GMP

Responsibility for/to the Team

Setting a clear direction and promoting teamwork to achieve high standards of professionalism and performance in all situations however challenging

Working in Partnership

Working as one GMP team and with external partners to achieve results that benefit GMP and our communities

Demonstrating Respect and Compassion

Treating all our people, partners and communities with respect and compassion

Service Delivery

Delivering excellent policing services to the people of Greater Manchester

Leaders have been identified at four levels:

- Peer
- First
- Middle
- Senior

The **Head of Digital Services (Digital Forensics)** has been identified as: **A Senior Leader**

Please Note: As well as assessing candidates against criteria outlined in the Person Specification, the selection process will also include candidate assessment of the leadership expectations.

For more information on our leadership expectations please visit our website
www.gmp-recruitment.co.uk

PERSON SPECIFICATION
Head of Digital Services (Digital Forensics)
Evidential, Scientific and Digital Services (ESD)

Short-Listing Criteria	Essential/ Desirable (E/D)	Assessment of Criteria (how the shortlisting criteria will be assessed)
<u>Qualifications/Education</u> Post Graduate Certificate in Forensic Computing Or Bachelor's Degree in a digital forensic subject. Or Worked as a Senior practitioner within a Digital Forensic subject/discipline. Member of Professional Institute, Management or Scientific Body.	E D	AF/C AF/C
<u>Experience</u> Significant management experience in: - • Commercial/Public Sector Management • Budget Management Experience in risk assessing cases to inform allocation and prioritization of cases. * Experience of working with Senior investigators to set case strategies around digital evidence. Experience in the control and management of budgets and the selection and purchase of items of equipment. Experience of creating business cases to manage change and the efficient use of resources in a digital environment. Experience of coordinating, creating, developing and managing policy relating to an investigative environment. Experience of project management. Experience in the recruitment and selection of staff. Presented digital evidence at court.	E D* E E E E E E E	
<u>Knowledge</u> Detailed knowledge of relevant theory, current practice and the latest developments within Digital forensics.	E	

Detailed knowledge, practical application and management of quality assurance procedures in digital forensic work.	E	
Extensive knowledge of the use of measurement in the context of performance and quality improvement.	E	
Significant knowledge of principles, methods, techniques and tools for the preparation and monitoring of budgets.	E	
Has a firm understanding of the Policing Strategy, vision, goals and objectives. *	D*	
Awareness of current developments and trends within the Police Service that may impact upon digital services. *	D*	
Be familiar with the Management of Police Information (MOPI), Criminal Procedure and Investigations Act 1996 (CPIA) and the Police and Criminal Evidence Act 1984 (PACE) and other relevant legislation and have an understanding of the application of such legislation to the investigative process, particularly from a digital forensic perspective. *	D*	
Knowledge of current forensic processes and systems within a Policing environment. *	D*	
<u>Skills/Abilities</u>		
Have proven ability in all aspects relating to the management and supervision of staff.	E	
Have proven ability in communicating (verbal, electronic and written format) at a variety of levels within an organisation and externally including negotiating and influencing skills. Has the ability to deal with sensitive matters when required.	E	
Can effectively manage a variety of different projects/issues at any given time and possess the resilience/aptitude to modify plans/ assess priorities at short notice according to the requirements of the service.	E	
Ability to deliver objectives under pressure and within tight timescales.	E	
Demonstrates the ability to manage and deal with conflict resolution in a professional, constructive and productive manner to achieve a positive outcome.	E	
Consulted with senior managers, Home Office other forces or similar outside agencies.	E	

<u>Other</u>		
Has achieved a good attendance record.	E	
Full UK driving license and access to a vehicle for business purposes.	E	
This is a designated post under the Force Vetting Strategy and the post will therefore attract an enhanced level of vetting.	E	
As a condition of being appointed to this post an individual will be required to provide a sample of their Biometric material. These samples may be searched against National Databases to assist in the elimination of identified samples recovered from crime scenes.	E	

Key

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Please note:

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GLPC JOB EVALUATION SCHEME

JOB EVALUATION QUESTIONNAIRE (JEQ)

VERSION 0.3 (adapted Dec 2024 for use by GMP)

Name (Individual completing the form):

Post Title:

Pre-evaluation Grade (if existing post):

District/Branch:

Section/Unit:

Post No (if existing post):

Responsible To:

CONTENTS AGREED BY:

Name of individual completing the form:

Name of Manager:

Signature:

Signature:

Date:

Date:

INSTRUCTIONS

The purpose of this questionnaire is to record key information and job content to help in the evaluation of the post. The information should relate to the post and not to the individual who might occupy it at present.

An up to date job description and an organisational structure chart should also be attached.

MAIN PURPOSE / REASON FOR THE JOB:

To ensure the provision of a comprehensive, efficient and effective service in relation to Forensic Collision Reconstruction and Forensic Imaging alongside Crime Scene Investigation staff.

To ensure an efficient and effective scene examination service in line with the responsibilities for CSIs, FCRU and the FIU

To lead and promote performance improvement in the Branch and performance development in support of the business needs of the branch.

MAIN RESPONSIBILITIES, DUTIES & TASKS: Please list main job areas showing average proportion of the time spent on each.

MAIN DUTIES AND RESPONSIBILITIES

Managing staff

- Responsible for the management of individuals and teams at all levels within ESD and in particular within the Crime Scene Investigation Unit (CSIU), the Forensic Collision Investigation Unit (FCRU) and Forensic Imaging Unit (FIU). Ensure overall effectiveness of staff welfare needs, performance, development and training of CSI, FCRU and FIU staff.
- Measure the effectiveness of the CSIU, FCRU and FIU in its contribution to the investigation and detection of volume, serious and major crime, ensuring that the Forces priorities, risk, harm and threat are adhered to alongside the Force response to collision investigation and Forensic Imaging needs.
- Work closely with Territorial Commanders and District SLTs to ensure appropriate assistance and support in dealing with their individual divisional issues.
- Responsible for the overall decisions regarding deployment of CSIU, FCRU and FIU staff force wide, ensuring appropriate deployment of staff in line with force priorities during times of unusual workload and when major incidents arise in the force area.
- Carry out recruitment and selection of staff, management of sickness, capability, discipline, grievance, welfare, recognise achievements of teams and individuals including preparation of support plans where necessary. To undertake administration functions using IT applications where necessary.
- Evaluate the needs of CSI, FCRU and FIU at unit level, liaising with colleagues from other branches within the Force and outside agencies.
- To support and develop supervisors with regards to their individual needs. Mentor supervisors in crime scene management, leadership styles and all other areas of where necessary.
- To provide support, advice and assistance to staff when required, enabling them to carry out

Please identify how often each occur –
Daily, weekly, monthly, quarterly, or annually

their duties in the most appropriate and efficient manner.

- Support staff throughout ESD in understanding the measures in place throughout the forensic system and to ensure continuous improvement in service delivery.
- Promote and deliver change in a positive manner ensuring appropriate communication and support is provided to individuals throughout.

Operational

- Co-ordinate forensic, reconstruction response and forensic Imaging needs (including external agencies) to major operations, providing advice and agreeing service levels with senior investigating officers.
- Provide strategic covert response to Level 2 and Serious and Organised Crime.
- Carry out forensic inspections, reconstructions and imaging assessments at major crime or collision scenes.
- Review CSIU, FCRU and FIU within ESD response and actions at major crime or collision scenes where appropriate, and where necessary in conjunction with the Force Review team. Ensure that organizational learning from these reviews are passed on to forensic services staff, SIOs and other relevant individuals.
- Visit major crime, incident / collision and disaster scenes to ensure the welfare and wellbeing of CSIU, FCRU and FIU staff.

Interpersonal

- Advise Senior Investigating Officers, District Leadership Teams, Territorial Commanders and Force Command on forensic matters concerning serious, major and volume crime as well as collision reconstruction and imaging. Attend meetings with relevant parties including outside agencies to address and resolve any issues, devise and provide bespoke services to meet operational requirements.
- Attend meetings, project groups, training sessions and external conferences, to represent Forensic Services and give

presentations on forensic related matters and collision reconstruction.

- Provide training to Senior Investigating Officers, External Agencies and other relevant parties on Forensic Matters. Lead, motivate and inspire individuals and teams. Lead them through change and ensure that supervisors approach change with a positive manner.

Resources

- Manage CSIU, FCRU and FIU budget, monitor expenditure for overtime, equipment and consumables for all staff ensuring that expenditure falls within budget forecasts. Produce budget information and attend Branch Resources Review Group meetings.
- Evaluate new products and equipment to ensure value for money and fit for purpose items are secured.
- Analyse, interpret, prepare and present complex data using appropriate IT systems i.e. Excel for use by Force, Divisional and Senior Leaders.

Project Management

- Manage projects aimed at improving efficiency, effectiveness and delivery of value for money, as detailed by Force and Branch priorities.

General

- To maintain awareness of Force and departmental policies and procedures communicated in various forms including, email, Force and Departmental orders, Force Intranet and written correspondence.
- To promote and comply with GMP's policies on health and safety both in the delivery of services and the treatment of others.
- Comply with and promote equality legislation and GMP's policies on diversity and equality. Take steps to eliminate unlawful discrimination, advance equality of opportunity and foster good relations.
- To fully participate in GMP's development review process.

- If you have responsibility for staff; to manage staff development, performance and attendance using appropriate GMP policy and procedure.
- To comply with the requirements of GMP's policies on Drug and Alcohol testing – requirements in respect of specific posts/ roles are described in the policies which are available on the Intranet/SharePoint.
- All staff and officers must adhere to and comply with Data Protection, Freedom of Information and Human Rights legislation and the Authorised Professional Practice (Information Management). It is the responsibility of all staff and officers to maintain data quality and security. Therefore when inputting, updating and using GMP information, you are to ensure that it is Accurate, Adequate, Relevant and Timely (AART), and that it is used / disclosed for business purposes only and kept secure. The most current guidance and advice in respect of compliance with the legislation and information / records management standards can be found on the Information Management Intranet site/Information Services SharePoint site.
- Supervisors and managers have the additional responsibility of ensuring that staff undertake the appropriate training and fully understand and apply the required Force policy, procedures and information / records management standards in the course of their duties. Supervisors and managers should ensure that staff / officers understand their responsibilities in maintaining data quality and security and have appropriate processes in place to monitor compliance.
- To promote and comply with Business Continuity Management as it affects GMP in relation to planning and service delivery in compliance with the Civil Contingencies Act.
- To carry out such other duties which are consistent with the nature, responsibilities and grading of the post.

Forensic Specific

- Enforce compliance with ISO accreditation standards and internal procedures to ensure that established ISO quality and process procedures are being followed by the appropriate personnel at all times.

▪ Ensure quality standards within ESD are maintained, including staff competence, and that any identified corrective or preventive actions are investigated and resolved. ▪ Monitor and evaluate the effectiveness of the Quality Management System and improvement programmes.	
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1 Supervision / Management of People

This section records any direct responsibility the post has for the supervision or management of GMP employees or others.

1.1 GMP Employees – Full time responsibility

Indicate the number of employees directly supervised by the post. Indicate the level of authority (e.g. Allocate work, instruct, direct, organise, training, appraisal, discipline, wellbeing, absence management). Indicate also where the supervision is shared with others and what tasks are shared. Direct supervision includes all employees managed by others for whom the post holder has line management responsibilities.

Title and nature of the work carried out	Number*	Nature of Authority

Insert additional rows as required

1.2 *Numbers

If the numbers supervised vary throughout the year (e.g, if the post has temporary supervisory responsibility), please provide details of maximum and minimum numbers and timescales.

N/A

1.3 Deputising

Does the post have any formal deputising responsibility for managing employees? If so please indicate the nature of the responsibility and how often it occurs. Indicate the number and type of staff affected.

N/A

1.4 Project Teams

Does the post lead/manage or supervise any project teams? If so, indicate the type of project team, its composition, how long the post holder has this authority and the level of authority (e.g. Allocate work, instruct, direct, organise, training, appraisal, discipline).

Involved in projects as a Senior Stakeholder role for awareness and advice to any project teams.

1.5 Contract staff / Agency Workers

Specify any responsibility that the post has for contract or agency workers. Indicate the number involved and the nature of the responsibility.

N/A

1.6 Location of Employees

Are the employees supervised / managed by the postholder based at the same place of work, or on different site(s) or are they mobile? How often would the manager be at the same location as the employees? (For hybrid working arrangements, it would be the contracted place of work that needs to be taken into account.)

Vestigo House – any other locations across the force.

Different roles are located across the force.

2. Creativity and Innovation

The extent to which the work requires innovation and imaginative responses to issues and in the resolution of problems.

2.1 Examples of Creativity / Innovation

Give examples of areas where the post requires creativity and innovation in for example design, specifications and tendering, counselling and caring, application of IT, policy development, interpersonal skills, written or spoken word.

Assisting the wider ESD SLT to:

Ensure that GMP remain at the forefront of Scientific Services Technology utilising the most up to date techniques and processes.

Ensure that GMP remains competitive nationally as one of the leading Scientific Services providers.

Ensure that GMP significantly contribute to the national direction of Scientific Services investigations.

The expectation is that their knowledge is kept up to date to reflect this responsibility.

2.2 Examples of Problem Solving

Give examples of typical problems / situations a post holder will need to resolve during the course of their work. Indicate how frequently each type of problem / situation is likely to occur.

First line responsibility for complex and multiple scenes involving scientific evidence relating to a serious or major incident.

SLT contribution to resolve acute staffing issues within ESD.

SLT contribution for successful contingency planning in scientific in light of a major or critical incident.

2.3 Guidelines, procedures and systems

To what extent is the work undertaken by the post determined or assisted by guidelines, procedures and systems? Indicate how:

There are a various guidelines, procedures and systems set both nationally and locally. There are those policies and guidelines set out in terms of compliance with quality management and the forensic regulator codes. There is the expectation on the post holder to assist the Evidential Services head with interpreting such guidelines and supporting with developing systems and procedures to ensure compliance that is beneficial to the staff and organisation.

3. Contacts and Relationships

The degree of personal contact and the nature of relationships with others required to carry out the job.

3.1 Nature of Contacts and Relationships

Describe contacts and relationships within the section or department, with other departments, the public, external groups and organisations, their purpose and frequency.

Who (e.g. work colleague, other department, client, suppliers etc)	Purpose of Contact (e.g. exchanging information, providing advice, providing care, formal training, negotiations etc)	Frequency (e.g. daily, weekly, etc)
All internal staff as listed in section 1.1	Updating staff on strategic decision making, allocating actions and tasks, providing advice when required and completing 1-2-1's.	Daily
Other ESD Department Heads and deputies.	Resourcing, performance, welfare and other ESD priorities	Daily
Other Branch / District Leaders.	Providing advice and direction. Update on ESD services at Chief Officer forums e.g. PoaP, VCPF	When required / Monthly
National & Regional ESD Services	Collaborative support and advice on ESD services.	Quarterly

3.2 Complex / Contentious Issues

Does the post have to communicate with contacts on matters of a complex and/or contentious nature? Please give examples and indicate how often these occur.

Refer to evidence in section above along with the following:

Resourcing issues – when this is limited due to either staffing numbers or operational demand. This ultimately impacts on service delivery to the public. This will be as and when required.

Performance matters with SCT group and the wider Branch and District Leaders as required.

Ability to brief external stakeholders such as, Forensic Regulator UKAS, CPS, HMIC and GMCA on matters of a critical or contentious nature, such as gross misconduct investigations and service malfunctions that may impact on a large number of forensic investigations force wide.

3.3 Representing GMP

Does the post represent or negotiate on behalf of GMP? Please identify the circumstances and how often this occurs.

The post holder will require to attend and represent GMP on both regional and national meetings when directed by the ESD Head.

This post may negotiate on behalf of GMP albeit in a supportive capacity to the Head of ESD and Chief Officers.

4. Decisions – Discretion

This factor looks at the decisions or recommendations that the post takes to achieve its outcome.

4.1 Decisions

Give examples of the most important decisions that your post requires. Record only those decisions, which the post has authority to take.

Nature of Decision	Who it affects (e.g. your department/section, clients, other departments, service provision, Whole authority, corporate policy etc)	Guidelines / Limits (e.g. policies, procedures, working standards, regulations, guidelines, financial / operational limits
Appropriate and updated scientific techniques	This will impact on all the above examples	Ensuring all above examples are amended.
Contributing to national decisions on the direction of scientific services	This will impact on all the above examples	Ensuring all above examples are amended
Staffing matters – sickness and welfare issues	This will impact on all the above examples	Ensuring all above examples are amended
Overall direction of complex investigations	This will impact on all the above examples	Ensuring all above examples are amended
Health and Safety and Estates issues that may arise	This will impact on all the above examples	Ensuring all above examples are amended

4.2 Recommendations

Give example of the most important recommendations that the post is required to make.

Nature of Recommendation and who it is given to (e.g. recommend change in procedure to manager)	Who it affects (e.g. your department/section, clients, other departments, service provision, Whole authority, corporate policy etc)	Guidelines / Limits (e.g. policies, procedures, working standards, regulations, guidelines, financial / operational limits
Appropriate and updated scientific techniques	This will impact on all the above examples	Ensuring all above examples are amended.
Contributing to national decisions on the direction of scientific services	This will impact on all the above examples	Ensuring all above examples are amended

Staffing matters – sickness and welfare issues	This will impact on all the above examples	Ensuring all above examples are amended
Overall direction of complex investigations	This will impact on all the above examples	Ensuring all above examples are amended
Health and Safety and Estates issues that may arise	This will impact on all the above examples	Ensuring all above examples are amended

4.3 Availability of Advice / Guidance

Describe how advice on what may be the limit to decision making is available from the post's manager, or other sources (e.g. rules, guidelines). Is this advice available all the time?

Direction of advice and guidance will be dictated by national codes as set by Forensic Regulator (where work is accredited in that manner). Branch Leadership including the Chief Supt can also provide wider guidance.

5. Decisions – Consequences

The impact of the decisions / recommendations taken.

Ensuring GMPs compliance with National Regulatory Codes.

Ensuring the forensic provision provided by all units meets the needs of the judicial processes supported.

5.1 Impact of Decisions / Recommendations

Identify the major consequences of any decisions or recommendations the post makes for clients, the public, other staff or the service.

Type of Decision / Recommendation	Who it affects (e.g. your department/section, clients, other departments, service provision, Whole authority, corporate policy etc)	Scale of Impact (e.g. limited - short term, major – long term effect)
Appropriate and updated scientific techniques	Victims, public, districts and departments.	Long term effect

Contributing to national decisions on the direction of scientific services	Victims, public, districts and departments	Limited
Staffing matters – sickness and welfare issues	Victims, public, districts and departments	Long term effect
Overall direction of complex investigations	Victims, public, districts and departments	limited
Health and Safety and Estates issues that may arise	Victims, public, districts and departments	Long term effect

5.2 Implications of a decision by the post holder

If the post holder made a legitimate, but incorrect, decision, what would be the likely impact? Give potential examples below but exclude events that are highly unlikely to occur. For each example indicate how quickly the error would be identified and rectified.

Unable to provide resources to attend an incident – loss of evidence and potential public confidence reduced.

Ensure staffing requirements/policy is reviewed to meet or mitigate future occurrence(s).

Reduce CJ positive outcomes

Failing to adhere to processes/systems to comply with FSR codes and accreditation – poses risk to reliability/validity of evidence in court and therefore impact public confidence.

Ensure systems are reviewed regularly and regular collaboration with ESD quality team is in place

6. Resources

Personal and identifiable accountability for physical and financial resources including those of clients.

6.1 Cash / Financial Resources

Is the post personally and identifiably accountable for the accurate handling / security of cash and cheques? If yes specify the average amount controlled at any one time and the nature of the accountability.

Average amount controlled at any one time	Nature of accountability Indicate whether this is continuous or shared with others. How often are these resources handled : daily, weekly, monthly etc?
Corporate Budget of Circa £8 million	Accountable with all of ESD SLT to ensure appropriate governance and spend.

6.2 Plant / Equipment

Is the post personally accountable for the proper use / safekeeping of plant / equipment?
If yes please indicate the type(s) of plant/equipment and the nature of the accountability.

Type of plant / equipment	Nature of accountability Indicate whether this is continuous or shared with others
Specialist IT equipment used in Forensic Services (inc licencing)	Shared responsibility with ITDD to ensure fix, replacement and upgrades.

6.3 Stocks / Materials

Is the post personally accountable for materials / items of stock (including evidential material)? If yes please indicate the type and approximate value and the nature of accountability.

Type and approximate average value of materials / stock (held at any one time)	Nature of accountability Indicate whether this is continuous or shared with others
Forensic Consumables – Circa £300K	Accountable with all of ESD SLT to ensure appropriate governance and spend.

6.4 Buildings

Is the post personally accountable for the proper use and safekeeping of buildings? If yes please indicate the type of building(s) concerned and the nature of the accountability

Type of Building	Nature of accountability Indicate whether this is continuous or shared with others
N/A	

7. Work Demands

The impact of deadlines, interruptions, changes in priorities and resource conflicts on the post.

7.1 Work Plan

How is the post's work planned?

Work is generated by force priorities set out by Chief Officer team and Force Control Strategy. These are directed and managed through various governance meetings where performance and compliance are monitored, and feedback is provided. This may result in a change of priorities and deadlines for the post holder/ESD Services.

7.2 Interruptions / Changes to the work plan

How often is the planned work of the post subject to interruptions and/or changes? Give examples, identifying the cause of the interruption, the nature of it (e.g. is it a single or diverse range) and the frequency with which it occurs.

Interruptions to daily business may be encountered when unexpected/critical incidents occur which require a change of plans in terms of resources and therefore reducing service delivery in other areas. This is not expected to be a regular occurrence.

7.3 Deadlines

Is the work of the post subject to deadlines? If yes please give examples and the frequency with which they occur.

Regular deadlines expected from the post holder connected to force governance meetings mostly on a monthly basis. There will also be deadlines in relation to other inspections carried out within Scientific services for example UKAS accreditation or HMICFRS

7.4 Conflicting Priorities / Resource Needs

Does the post have to RESOLVE situations where there are conflicting priorities / resource needs? If yes give examples of situations the post encounters and explain how the post resolves them. Indicate how frequently these situations occur.

Yes, it is envisaged that this will occur frequently, and decisions will be necessary to prioritise incoming demands with appropriate staffing levels ensuring no discernible impact on service.

8. Physical Demands

The amount and continuity of physical effort required doing the job.

8.1 Type and Frequency of Physical Demand

Please indicate the type, frequency and duration of any physically demanding activity that is a requirement of the post.

Type of Physically demanding activity (e.g. standing, walking, lifting, cleaning)	Frequency and duration (e.g. 2 hours every day)
N/A	

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8.2 Use of IT Equipment

Does the post require the use of IT equipment above and beyond the use of standard issue GMP laptops and mobile telecommunications devices? If yes please indicate the nature and level of usage.

Nature of usage (e.g. spreadsheets, data entry)	Level of usage (e.g. 2 hours every day)
N/A	

9. Working Conditions

9.1 Normal Place of Work

Indicate the post's normal place(s) of work (e.g. office, client's house, workshop etc). Where more than one place is specified please indicate the relative time spent in each.

Office based primarily but with potential to attend crime / reconstruction scenes to support wider teams.

9.2 Disagreeable Conditions

Is the post exposed to any disagreeable conditions (e.g. working outside, noise, dirt etc)?
If yes please indicate the type of condition below and the frequency and duration of exposure.

Nature of condition (e.g. noise, working outside)	Level of exposure (e.g. 2 hours every day)
Attendance at major incident scenes / crime scenes / collision scenes	As dictated in support of wider teams.

10. Work Context

10.1 Potential Risk to Personal Health or Safety

Is there any potential risk to personal safety, illness, health (either physical or psychological)? If yes please give examples stating who or what poses the potential risk and the frequency of exposure.

Nature of risk	Frequency of Exposure
Attendance at major incident scenes / crime scenes / collision scenes	As dictated in support of wider teams.

If the post involves contact with the public or clients can the post holder call on the immediate support of other members of staff? Please give examples.

Yes – wider SLT support available during office hours.

11. Knowledge and Skill

This factor measures knowledge and skills, in their broadest sense, in relation to the work or discipline required by any job covered by the Scheme, and which are necessary for the competent performance of the full duties and responsibilities of the job.

11.1 Type of Knowledge and Skill

What type of knowledge and skill is required in order to perform the duties of the post? Indicate also the depth of knowledge/skill required in each.

These may include technical, professional, operational or specialist disciplines as well as caring, interpersonal, literacy and linguistic skills, diplomacy, sensitivity, tact, dexterity, numeracy, knowledge of equipment and machinery, operational techniques, concepts, theories, procedures, and communications and management skills.

Type of Knowledge / Skill	Depth of knowledge / skill (e.g. Basic knowledge, Working knowledge, council expert)
Refer to Person Spec of JD	

11.2 Most Important Areas of Knowledge

From the above list give the two/three most important. Please give specific work examples to explain what is delivered in the job by an effective application of these two or three types of knowledge/skill

Scientific investigations & scene management
Scientific techniques
Health and safety regs
Quality and compliance regs
Operations contingencies
Response to critical/major incidents
Police officer / police staff conditions of service
HR and Welfare policies

11.3 Experience

Describe the type of experience required to do the job (e.g. domestic/non-work environment/voluntary work/academic work/other).

Refer to JD

GREATER MANCHESTER POLICE

JOB DESCRIPTION

POST TITLE:	Scene Attendance Manager
DEPARTMENT/DIVISION/BRANCH:	Evidential, Scientific and Digital Services (ESD)
SECTION/UNIT:	Evidential Services
GRADE:	Proposed M
RESPONSIBLE TO:	Head of Scientific Services
RESPONSIBLE FOR:	Forensic Collision Reconstruction Unit (FCRU) Forensic Imaging Unit (FIU) CSI Ops Managers and CSI Teams (CSI)
AIM OF JOB:	To ensure the provision of a comprehensive, efficient and effective service in relation to Forensic Collision Reconstruction and Forensic Imaging alongside Crime Scene Investigation staff. To ensure an efficient and effective scene examination service in line with the responsibilities for CSIs, FCRU and the FIU To lead and promote performance improvement in the Branch and performance development in support of the business needs of the branch.

MAIN DUTIES AND RESPONSIBILITIES

Managing staff

- Responsible for the management of individuals and teams at all levels within ESD and in particular within the Crime Scene Investigation Unit (CSIU), the Forensic Collision Investigation Unit (FCRU) and Forensic Imaging Unit (FIU). Ensure overall effectiveness of staff welfare needs, performance, development and training of CSI, FCRU and FIU staff.
- Measure the effectiveness of the CSIU, FCRU and FIU in its contribution to the investigation and detection of volume, serious and major crime, ensuring that the Forces priorities, risk, harm and threat are adhered to alongside the Force response to collision investigation and Forensic Imaging needs.
- Work closely with Territorial Commanders and District SLTs to ensure appropriate assistance and support in dealing with their individual divisional issues.
- Responsible for the overall decisions regarding deployment of CSIU, FCRU and FIU staff force wide, ensuring appropriate deployment of staff in line with force priorities during times of unusual workload and when major incidents arise in the force area.
- Carry out recruitment and selection of staff, management of sickness, capability, discipline, grievance, welfare, recognise achievements of teams and individuals including preparation of support plans where necessary. To undertake administration functions using IT applications where necessary.
- Evaluate the needs of CSI, FCRU and FIU at unit level, liaising with colleagues from other branches within the Force and outside agencies.
- To support and develop supervisors with regards to their individual needs. Mentor supervisors in crime scene management, leadership styles and all other areas of where necessary.
- To provide support, advice and assistance to staff when required, enabling them to carry out their duties in the most appropriate and efficient manner.
- Support staff throughout ESD in understanding the measures in place throughout the forensic system and to ensure continuous improvement in service delivery.
- Promote and deliver change in a positive manner ensuring appropriate communication and support is provided to individuals throughout.

Operational

- Co-ordinate forensic, reconstruction response and forensic Imaging needs (including external agencies) to major operations, providing advice and agreeing service levels with senior investigating officers.
- Provide strategic covert response to Level 2 and Serious and Organised Crime.
- Carry out forensic inspections, reconstructions and imaging assessments at major crime or collision scenes.
- Review CSIU, FCRU and FIU within ESD response and actions at major crime or collision scenes where appropriate, and where necessary in conjunction with the Force Review team. Ensure that organizational learning from these reviews are passed on to forensic services staff, SIOs and other relevant individuals.
- Visit major crime, incident / collision and disaster scenes to ensure the welfare and wellbeing of CSIU, FCRU and FIU staff.

Interpersonal

- Advise Senior Investigating Officers, District Leadership Teams, Territorial Commanders and Force Command on forensic matters concerning serious, major and volume crime as well as collision reconstruction and imaging. Attend meetings with relevant parties including outside agencies to address and resolve any issues, devise and provide bespoke services to meet operational requirements.
- Attend meetings, project groups, training sessions and external conferences, to represent Forensic Services and give presentations on forensic related matters and collision reconstruction.
- Provide training to Senior Investigating Officers, External Agencies and other relevant parties on Forensic Matters. Lead, motivate and inspire individuals and teams. Lead them through change and ensure that supervisors approach change with a positive manner.

Resources

- Manage CSIU, FCRU and FIU budget, monitor expenditure for overtime, equipment and consumables for all staff ensuring that expenditure falls within budget forecasts. Produce budget information and attend Branch Resources Review Group meetings.
- Evaluate new products and equipment to ensure value for money and fit for purpose items are secured.
- Analyse, interpret, prepare and present complex data using appropriate IT systems i.e. Excel for use by Force, Divisional and Senior Leaders.

Project Management

- Manage projects aimed at improving efficiency, effectiveness and delivery of value for money, as detailed by Force and Branch priorities.

General

- To maintain awareness of Force and departmental policies and procedures communicated in various forms including, email, Force and Departmental orders, Force Intranet and written correspondence.
- To promote and comply with GMP's policies on health and safety both in the delivery of services and the treatment of others.
- Comply with and promote equality legislation and GMP's policies on diversity and equality. Take steps to eliminate unlawful discrimination, advance equality of opportunity and foster good relations.
- To fully participate in GMP's development review process.
- If you have responsibility for staff; to manage staff development, performance and attendance using appropriate GMP policy and procedure.
- To comply with the requirements of GMP's policies on Drug and Alcohol testing – requirements in respect of specific posts/ roles are described in the policies which are available on the Intranet/SharePoint.

- All staff and officers must adhere to and comply with Data Protection, Freedom of Information and Human Rights legislation and the Authorised Professional Practice (Information Management). It is the responsibility of all staff and officers to maintain data quality and security. Therefore when inputting, updating and using GMP information, you are to ensure that it is Accurate, Adequate, Relevant and Timely (AART), and that it is used / disclosed for business purposes only and kept secure. The most current guidance and advice in respect of compliance with the legislation and information / records management standards can be found on the Information Management Intranet site/Information Services SharePoint site.
- Supervisors and managers have the additional responsibility of ensuring that staff undertake the appropriate training and fully understand and apply the required Force policy, procedures and information / records management standards in the course of their duties. Supervisors and managers should ensure that staff / officers understand their responsibilities in maintaining data quality and security and have appropriate processes in place to monitor compliance.
- To promote and comply with Business Continuity Management as it affects GMP in relation to planning and service delivery in compliance with the Civil Contingencies Act.
- To carry out such other duties which are consistent with the nature, responsibilities and grading of the post.

Forensic Specific

- Enforce compliance with ISO accreditation standards and internal procedures to ensure that established ISO quality and process procedures are being followed by the appropriate personnel at all times.
- Ensure quality standards within ESD are maintained, including staff competence, and that any identified corrective or preventive actions are investigated and resolved.
- Monitor and evaluate the effectiveness of the Quality Management System and improvement programmes.

NOTES

This job description records the principal responsibilities of the job at the date shown. The job description will be updated from time to time in conjunction with the post holders to reflect changes.

Please note that we will consider making reasonable adjustments to the above, in line with the Equality Act.

The most up to date version of various GMP policies and pieces of legislation can be found on the Intranet/ SharePoint.

Further support and guidance can be sought from the HR Advisory Service or the Information Compliance and Records Management Unit. The most up to date telephone numbers are available on the GMP Intranet.

LEADERSHIP EXPECTATIONS

The Leadership Expectations is a framework, which describes the attributes, behaviours, and outcomes that are demonstrated by successful leaders across GMP. They also describe what all our staff and officers need to deliver in order to achieve the Force's vision "Protecting society and keeping people safe"

The Leadership Expectations will be embedded in leadership training, recruitment and selection, police officer promotion, development programmes and appraisal.

Our Leadership Expectations are:

Inspiring Others

Listening to, involving and motivating others to take action and behave with courage and integrity

Enabling Change and Improvement

Taking responsibility to solve problems, implement change and make improvements to our services

Developing Yourself and Others

Developing yourself and others to succeed and increase their contribution to GMP

Responsibility for/to the Team

Setting a clear direction and promoting teamwork to achieve high standards of professionalism and performance in all situations however challenging

Working in Partnership

Working as one GMP team and with external partners to achieve results that benefit GMP and our communities

Demonstrating Respect and Compassion

Treating all our people, partners and communities with respect and compassion

Service Delivery

Delivering excellent policing services to the people of Greater Manchester

Leaders have been identified at four levels:

- Peer
- First
- Middle
- Senior

The **Scene Attendance Manager** has been identified as: **A Senior Leader**

Please Note: As well as assessing candidates against criteria outlined in the Person Specification, the selection process will also include candidate assessment of the leadership expectations.

For more information on our leadership expectations please visit our website:
www.gmp-recruitment.co.uk

PERSON SPECIFICATION
Scene Attendance Manager
Evidential, Scientific and Digital Services (ESD)

Short-Listing Criteria	Essential/ Desirable (E/D)	Assessment of Criteria (how the shortlisting criteria will be assessed)
Qualifications/Education Degree, Durham University Diploma in Scientific Support Skills or equivalent recognised professional qualification.	E	AF/C
Experience Worked as a Senior Crime Scene Investigator. Experienced with all procedures relating to crime scene management. Experience of evaluating data and working practices to manage and improve performance. Supervised/trained staff and assisted in their assessment for development and further training. Experience of budget control and providing value for money. Knowledge and experience of HR, policies, procedures and succession planning. Experience of change management and delivery Worked in a similar position in another force. Conversant with the working practices of the Fingerprint Bureau.* Conversant with the working practices of other forensic disciplines and units within forensic services.	E E E E E E E D D E	AF/I AF/I AF/I AF/I AF/I AF/I AF/I AF/I AF/I
Knowledge Knowledge of forensic science as applied to crime scene/incidents. Conversant with equal opportunities/ health and safety and other relevant legislation.	E E	I I

Knowledge of computer applications e.g. Databases, spreadsheets (training in specific packages will be given).	E	I
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<u>Skills/Abilities</u>		
Demonstrates the ability to maintain precise, accurate management and performance review information.	E	AF/I
Motivates and inspires individuals and teams.	E	AF/I
Ability to write complex reports, make presentations and discuss relevant issues with other agencies.	E	AF/I
Knowledge of quality management systems and the process of accreditation.	E	AF/I
<u>Other</u>		
Has achieved a good attendance record.	E	AF/E
Able and willing to participate in an on-call rota as dictated by ESD requirements.	E	AF/I
Able to carry out duties including walking, bending, climbing, working in confined spaces, etc.	E	AF/I
Full UK driving licence and access to a vehicle for business purpose.	E	AF/I
As a condition of being appointed to this post an individual will be required to provide a sample of their Biometric material. These samples may be searched against National Databases to assist in the elimination of identified samples recovered from crime scenes.	E	AF/E

Key

AF(E)	Eligibility (this will be checked by the recruitment team)
AF	Application Form
C	Certificate
T	Test
I	Interview

- Candidates who do not demonstrate on the application form, criteria assessed at eligibility stage (E), may not be considered for short-listing.
- Candidates who do not demonstrate on the application form, criteria identified as essential and being assessed at application form (AF), may not be shortlisted.
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- The desirable criteria marked with an asterisk will be desirable at selection stage but will become essential once in post and will be discussed in the development review process.
- A good attendance record will be assessed in accordance with current guidelines. For recruitment purposes this can only legally occur following a provisional offer, at which stage the offer can be rescinded. Consideration will be given to Disability related absence/maternity related absence in line with current guidelines.

GREATER MANCHESTER POLICE

JOB DESCRIPTION

POST TITLE:	Scene Attendance Manager
DEPARTMENT/DIVISION/BRANCH:	Evidential, Scientific and Digital Services (ESD)
SECTION/UNIT:	Evidential Services
GRADE:	M
RESPONSIBLE TO:	Head of Scientific Services
RESPONSIBLE FOR:	Forensic Collision Reconstruction Unit (FCRU) Forensic Imaging Unit (FIU) CSI Ops Managers and CSI Teams (CSI)
AIM OF JOB:	To ensure the provision of a comprehensive, efficient and effective service in relation to Forensic Collision Reconstruction and Forensic Imaging alongside Crime Scene Investigation staff. To ensure an efficient and effective scene examination service in line with the responsibilities for CSIs, FCRU and the FIU To lead and promote performance improvement in the Branch and performance development in support of the business needs of the branch.

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- Responsible for the management of individuals and teams at all levels within ESD and in particular within the Crime Scene Investigation Unit (CSIU), the Forensic Collision Investigation Unit (FCRU) and Forensic Imaging Unit (FIU). Ensure overall effectiveness of staff welfare needs, performance, development and training of CSI, FCRU and FIU staff.
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- To support and develop supervisors with regards to their individual needs. Mentor supervisors in crime scene management, leadership styles and all other areas of where necessary.
- To provide support, advice and assistance to staff when required, enabling them to carry out their duties in the most appropriate and efficient manner.
- Support staff throughout ESD in understanding the measures in place throughout the forensic system and to ensure continuous improvement in service delivery.
- Promote and deliver change in a positive manner ensuring appropriate communication and support is provided to individuals throughout.

Operational

- Co-ordinate forensic, reconstruction response and forensic Imaging needs (including external agencies) to major operations, providing advice and agreeing service levels with senior investigating officers.
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- Visit major crime, incident / collision and disaster scenes to ensure the welfare and wellbeing of CSIU, FCRU and FIU staff.

Interpersonal

- Advise Senior Investigating Officers, District Leadership Teams, Territorial Commanders and Force Command on forensic matters concerning serious, major and volume crime as well as collision reconstruction and imaging. Attend meetings with relevant parties including outside agencies to address and resolve any issues, devise and provide bespoke services to meet operational requirements.
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Project Management

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General

- To promote and comply with GMP's policies on health and safety both in the delivery of services and the treatment of others.
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- Enforce compliance with ISO accreditation standards and internal procedures to ensure that established ISO quality and process procedures are being followed by the appropriate personnel at all times.
- Ensure quality standards within ESD are maintained, including staff competence, and that any identified corrective or preventive actions are investigated and resolved.
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NOTES

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Leadership Expectations

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Responsibility for/to the Team

Setting a clear direction and promoting teamwork to achieve high standards of professionalism and performance in all situations however challenging

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Working as one GMP team and with external partners to achieve results that benefit GMP and our communities

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Delivering excellent policing services to the people of Greater Manchester

Leaders have been identified at four levels:

- Peer
- First
- Middle
- Senior

The **Scene Attendance Manager** has been identified as: **A Senior Leader**

Please Note: As well as assessing candidates against criteria outlined in the Person Specification, the selection process will also include candidate assessment of the leadership expectations.

For more information on our leadership expectations please visit our website:

www.gmp-recruitment.co.uk

PERSON SPECIFICATION
Scene Attendance Manager
Evidential, Scientific and Digital Services (ESD)

Short-Listing Criteria	Essential/ Desirable (E/D)	Assessment of Criteria (how the shortlisting criteria will be assessed)
<u>Qualifications/Education</u> Degree, Durham University Diploma in Scientific Support Skills or equivalent recognised professional qualification.	E	AF/C
<u>Experience</u> Worked as a Senior Crime Scene Investigator. Experienced with all procedures relating to crime scene management. Experience of evaluating data and working practices to manage and improve performance. Supervised/trained staff and assisted in their assessment for development and further training. Experience of budget control and providing value for money. Knowledge and experience of HR, policies, procedures and succession planning. Experience of change management and delivery. Worked in a similar position in another force. Conversant with the working practices of the Fingerprint Bureau.* Conversant with the working practices of other forensic disciplines and units within forensic services.	E E E E E E E D D* E	AF/I AF/I AF/I AF/I AF/I AF/I AF/I AF/I AF/I
<u>Knowledge</u> Knowledge of forensic science as applied to crime scene/incidents. Conversant with equal opportunities/ health and safety and other relevant legislation.	E E E	I I I

Knowledge of computer applications e.g. Databases, spreadsheets (training in specific packages will be given).		
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<u>Skills/Abilities</u> Demonstrates the ability to maintain precise, accurate management and performance review information. Motivates and inspires individuals and teams. Ability to write complex reports, make presentations and discuss relevant issues with other agencies. Knowledge of quality management systems and the process of accreditation.	E E E E	AF/I AF/I AF/I AF/I
<u>Other</u> Has achieved a good attendance record. Able and willing to participate in an on-call rota as dictated by ESD requirements. Able to carry out duties including walking, bending, climbing, working in confined spaces, etc. Full UK driving licence and access to a vehicle for business purpose. As a condition of being appointed to this post an individual will be required to provide a sample of their Biometric material. These samples may be searched against National Databases to assist in the elimination of identified samples recovered from crime scenes.	E E E E E	AF/E AF/I AF/I AF/I AF/E

Key

AF(E)	Eligibility (this will be checked by the recruitment team)
AF	Application Form
C	Certificate
T	Test
I	Interview

Please note:

- Candidates who do not demonstrate on the application form, criteria assessed at eligibility stage (E), may not be considered for short-listing.
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GLPC JOB EVALUATION SCHEME

JOB EVALUATION QUESTIONNAIRE (JEQ)

VERSION 0.3 (adapted Dec 2024 for use by GMP)

Name (Individual completing the form):

Post Title:

Performance and Quality Compliance Manager

Pre-evaluation Grade (if existing post):

M (proposed)

District/Branch:

Evidential, Scientific and Digital Services (ESD)

Section/Unit:

Scientific Services

Post No (if existing post):

New

Responsible To:

Head of Evidential Services

CONTENTS AGREED BY:

Name of individual completing the form:

Name of Manager:

Signature:

Signature:

Date:

Date:

INSTRUCTIONS

The purpose of this questionnaire is to record key information and job content to help in the evaluation of the post. The information should relate to the post and not to the individual who might occupy it at present.

An up to date job description and an organisational structure chart should also be attached.

MAIN PURPOSE / REASON FOR THE JOB:

To ensure effective and efficient ESD submission processes including effective budget management along with Quality and Compliance management.

To lead on the development of innovative performance products that support ESD Services in effective performance management, development, and improved delivery.

To lead and promote performance improvement in the Branch and performance development in support of the business needs of the branch.

MAIN RESPONSIBILITIES, DUTIES & TASKS: Please list main job areas showing average proportion of the time spent on each.

MAIN DUTIES AND RESPONSIBILITIES

FSP and Budget:

- To ensure the provision of a comprehensive, coordinated external FSP service to GMP. coordinated efficient and effective service to the Force in relation to forensic science provided by external forensic service providers
- Maintain a productive working relationship with FSPs allowing for professional challenge where appropriate or escalation to Head of Evidential Services
- Ensure the effective management of the Force Corporate Forensic Science budget by obtaining and reviewing financial information, monitoring expenditure and producing management information.
- To ensure the effective maintenance and development of finance data to produce accurate and up-to date statistical information relating to the Force Corporate Forensic Science Budget.

Submissions:

- Ensure the coordination of an operational forensic response to investigations throughout the Force. Identifying priority crimes and exhibits, ensuring that an approach is implemented to each individual case to optimise the examination / analysis of forensic evidence in the most efficient and effective manner, ensuring best value.
- Ensuring consistent application of Standard Operating Procedures (SOPs) for all submissions
- Responsibility for submissions relating to all disciplines of ESD services
- To develop and maintain an efficient and effective centralised submissions team for forensic evidence generated from cases.
- To oversee the evaluation of proposed submissions, making recommendations and providing a signed authorisation where required. In all cases considering effectiveness, evidential value, cost effectiveness and timeliness and where necessary staging submissions.
- To oversee the effectiveness of ESD services maintaining an effective submissions process and physical reception facilities.

Performance: • Ensure completion of Branch performance packs to support the performance management framework cycle • To lead on developing the performance framework to support management, liaising with the relevant areas of the business to check on its effectiveness • To maintain professional independence and objectivity from other areas of ESD Services to ensure the integrity of performance products and any subsequent challenges • To support Corporate Development in obtaining access to all necessary and relevant performance data • To support Corporate Development with the ongoing development of the force forensic dashboard Quality and Compliance: ▪ To lead on behalf of the Force in relation to all Forensic Quality issues, ensuring implementation of appropriate standards across forensic disciplines, as well as the ongoing monitoring and maintenance of such standards. ▪ To ensure the provision of ongoing competency and proficiency testing for all staff throughout ESD Services and maintenance of appropriate records. ▪ Manage effectively the on-going specialist and technical professional development of personnel across the Branch through the implementation and development of an ESD Services Learning and Development records, profiles and archive system. ▪ Maintain up to date knowledge of forensic regulations and their appropriate application across ESD Services ▪ Support other business areas leads to develop, implement and maintain appropriate SOPs and quality and compliance checks within their teams ▪ To support the Head of Evidential, Scientific and Digital Services and / or the Head of Evidential Services in preparation for their attendance at meetings with the forensic regulator ▪ To attend meetings at the request of the Head of Evidential Services ▪ Ensure that the ESD Services Manual reflects current work practices, both local and National, and that internal audits/inspections/dip	
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samples/process reviews are completed and reported in a timely manner

- To effectively manage Quality Assurance and Performance Management as required by ESD SLT to support the continuous improvement of services provided

General:

- To promote and comply with GMP's policies on health and safety both in the delivery of services and the treatment of others.
- Comply with and promote equality legislation and GMP's policies on diversity and equality. Take steps to eliminate unlawful discrimination, advance equality of opportunity and foster good relations.
- To fully participate in GMP's development review process.
- If you have responsibility for staff; to manage staff development, performance and attendance using appropriate GMP policy and procedure.
- To comply with the requirements of GMP's policies on Drug and Alcohol testing – requirements in respect of specific posts/ roles are described in the policies which are available on the Intranet/SharePoint.
- All staff and officers must adhere to and comply with Data Protection, Freedom of Information and Human Rights legislation and the Authorised Professional Practice (Information Management). It is the responsibility of all staff and officers to maintain data quality and security. Therefore when inputting, updating and using GMP information, you are to ensure that it is Accurate, Adequate, Relevant and Timely (AART), and that it is used / disclosed for business purposes only and kept secure. The most current guidance and advice in respect of compliance with the legislation and information / records management standards can be found on the Information Management Intranet site/Information Services SharePoint site.
- Supervisors and managers have the additional responsibility of ensuring that staff undertake the appropriate training and fully understand and apply the required Force policy, procedures and information / records management standards in the course of their duties. Supervisors and

managers should ensure that staff / officers understand their responsibilities in maintaining data quality and security and have appropriate processes in place to monitor compliance.

- To carry out such other duties which are consistent with the nature, responsibilities and grading of the post.

1.3 Deputising

Does the post have any formal deputising responsibility for managing employees? If so please indicate the nature of the responsibility and how often it occurs. Indicate the number and type of staff affected.

N/A

1.4 Project Teams

Does the post lead/manage or supervise any project teams? If so, indicate the type of project team, its composition, how long the post holder has this authority and the level of authority (e.g. Allocate work, instruct, direct, organise, training, appraisal, discipline).

Involved in projects as a Senior Stakeholder role for awareness and advice to any project teams.

1.5 Contract staff / Agency Workers

Specify any responsibility that the post has for contract or agency workers. Indicate the number involved and the nature of the responsibility.

N/A

1.6 Location of Employees

Are the employees supervised / managed by the postholder based at the same place of work, or on different site(s) or are they mobile? How often would the manager be at the same location as the employees? (For hybrid working arrangements, it would be the contracted place of work that needs to be taken into account.)

Vestigo House – any other locations across the force.

Different roles are located across the force.

2. Creativity and Innovation

The extent to which the work requires innovation and imaginative responses to issues and in the resolution of problems.

2.1 Examples of Creativity / Innovation

Give examples of areas where the post requires creativity and innovation in for example design, specifications and tendering, counselling and caring, application of IT, policy development, interpersonal skills, written or spoken word.

Assisting the wider ESD SLT to:

Ensure that GMP remain at the forefront of Scientific Services Technology utilising the most up to date techniques and processes.

Ensure that GMP remains competitive nationally as one of the leading Scientific Services providers.

Ensure that GMP significantly contribute to the national direction of Scientific Services investigations.

The expectation is that their knowledge is kept up to date to reflect this responsibility.

2.2 Examples of Problem Solving

Give examples of typical problems / situations a post holder will need to resolve during the course of their work. Indicate how frequently each type of problem / situation is likely to occur.

SLT contribution to resolve acute staffing issues within ESD.

SLT contribution for successful contingency planning in scientific in light of a major or critical incident.

2.3 Guidelines, procedures and systems

To what extent is the work undertaken by the post determined or assisted by guidelines, procedures and systems? Indicate how:

There are a various guidelines, procedures and systems set both nationally and locally. There are those policies and guidelines set out in terms of compliance with quality management and the forensic regulator codes. There is the expectation on the post holder to assist the Evidential Services head with interpreting such guidelines and supporting with developing systems and procedures to ensure compliance that is beneficial to the staff and organisation.

3. Contacts and Relationships

The degree of personal contact and the nature of relationships with others required to carry out the job.

3.1 Nature of Contacts and Relationships

Describe contacts and relationships within the section or department, with other departments, the public, external groups and organisations, their purpose and frequency.

Who	Purpose of Contact	Frequency
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(e.g. work colleague, other department, client, suppliers etc)	(e.g. exchanging information, providing advice, providing care, formal training, negotiations etc)	(e.g. daily, weekly, etc)
All internal staff as listed in section 1.1	Updating staff on strategic decision making, allocating actions and tasks, providing advice when required and completing 1-2-1's.	Daily
Other ESD Department Heads and deputies.	Resourcing, performance, welfare and other ESD priorities	Daily
Other Branch / District Leaders.	Providing advice and direction. Update on ESD services at Chief Officer forums e.g. PoaP, VCPF	When required / Monthly
National & Regional ESD Services	Collaborative support and advice on ESD services.	Quarterly

3.2 Complex / Contentious Issues

Does the post have to communicate with contacts on matters of a complex and/or contentious nature? Please give examples and indicate how often these occur.

Refer to evidence in section above along with the following:

Resourcing issues – when this is limited due to either staffing numbers or operational demand. This ultimately impacts on service delivery to the public. This will be as and when required.

Performance matters with SLT group and the wider Branch and District Leaders as required.

Ability to brief external stakeholders such as, Forensic Regulator UKAS, CPS, HMIC and GMCA on matters of a critical or contentious nature, such as gross misconduct investigations and service malfunctions that may impact on a large number of forensic investigations force wide.

3.3 Representing GMP

Does the post represent or negotiate on behalf of GMP? Please identify the circumstances and how often this occurs.

The post holder will require to attend and represent GMP on both regional and national meetings when directed by the ESD Head.

This post may negotiate on behalf of GMP albeit in a supportive capacity to the Head of ESD and Chief Officers.

4. Decisions – Discretion

This factor looks at the decisions or recommendations that the post takes to achieve its outcome.

4.1 Decisions

Give examples of the most important decisions that your post requires. Record only those decisions, which the post has authority to take.

Nature of Decision	Who it affects (e.g. your department/section, clients, other departments, service provision, Whole authority, corporate policy etc)	Guidelines / Limits (e.g. policies, procedures, working standards, regulations, guidelines, financial / operational limits
Appropriate and updated scientific techniques	This will impact on all the above examples	Ensuring all above examples are amended.
Contributing to national decisions on the direction of scientific services	This will impact on all the above examples	Ensuring all above examples are amended
Staffing matters – sickness and welfare issues	This will impact on all the above examples	Ensuring all above examples are amended
Overall direction of complex investigations	This will impact on all the above examples	Ensuring all above examples are amended
Health and Safety and Estates issues that may arise	This will impact on all the above examples	Ensuring all above examples are amended

4.2 Recommendations

Give example of the most important recommendations that the post is required to make.

Nature of Recommendation and who it is given to (e.g. recommend change in procedure to manager)	Who it affects (e.g. your department/section, clients, other departments, service provision, Whole authority, corporate policy etc)	Guidelines / Limits (e.g. policies, procedures, working standards, regulations, guidelines, financial / operational limits
Appropriate and updated scientific techniques	This will impact on all the above examples	Ensuring all above examples are amended.
Contributing to national decisions on the direction of scientific services	This will impact on all the above examples	Ensuring all above examples are amended
Staffing matters – sickness and welfare issues	This will impact on all the above examples	Ensuring all above examples are amended

Overall direction of complex investigations	This will impact on all the above examples	Ensuring all above examples are amended
Health and Safety and Estates issues that may arise	This will impact on all the above examples	Ensuring all above examples are amended

4.3 Availability of Advice / Guidance

Describe how advice on what may be the limit to decision making is available from the post's manager, or other sources (e.g. rules, guidelines). Is this advice available all the time?

Direction of advice and guidance will be dictated by national codes as set by Forensic Regulator (where work is accredited in that manner). Branch Leadership including the Chief Supt can also provide wider guidance.

5. Decisions – Consequences

The impact of the decisions / recommendations taken.

Ensuring GMPs compliance with National Regulatory Codes.

Ensuring the forensic provision provided by all units meets the needs of the judicial processes supported.

5.1 Impact of Decisions / Recommendations

Identify the major consequences of any decisions or recommendations the post makes for clients, the public, other staff or the service.

Type of Decision / Recommendation	Who it affects (e.g. your department/section, clients, other departments, service provision, Whole authority, corporate policy etc)	Scale of Impact (e.g. limited - short term, major – long term effect)
Appropriate and updated scientific techniques	Victims, public, districts and departments.	Long term effect
Contributing to national decisions on the direction of scientific services	Victims, public, districts and departments	Limited

Staffing matters – sickness and welfare issues	Victims, public, districts and departments	Long term effect
Overall direction of complex investigations	Victims, public, districts and departments	limited
Health and Safety and Estates issues that may arise	Victims, public, districts and departments	Long term effect

5.2 Implications of a decision by the post holder

If the post holder made a legitimate, but incorrect, decision, what would be the likely impact? Give potential examples below but exclude events that are highly unlikely to occur. For each example indicate how quickly the error would be identified and rectified.

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6. Resources

Personal and identifiable accountability for physical and financial resources including those of clients.

6.1 Cash / Financial Resources

Is the post personally and identifiably accountable for the accurate handling / security of cash and cheques? If yes specify the average amount controlled at any one time and the nature of the accountability.

Average amount controlled at any one time	Nature of accountability Indicate whether this is continuous or shared with others. How often are these resources handled : daily, weekly, monthly etc?
Corporate Budget of Circa £8 million	Accountable with all of ESD SLT to ensure appropriate governance and spend.

6.2 Plant / Equipment

Is the post personally accountable for the proper use / safekeeping of plant / equipment?
If yes please indicate the type(s) of plant/equipment and the nature of the accountability.

Type of plant / equipment	Nature of accountability Indicate whether this is continuous or shared with others
Specialist IT equipment used in Digital / Forensic Services (inc licencing)	Shared responsibility with ITDD to ensure fix, replacement and upgrades.

6.3 Stocks / Materials

Is the post personally accountable for materials / items of stock (including evidential material)? If yes please indicate the type and approximate value and the nature of accountability.

Type and approximate average value of materials / stock (held at any one time)	Nature of accountability Indicate whether this is continuous or shared with others
Forensic Consumables – Circa £300K	Accountable with all of ESD SLT to ensure appropriate governance and spend.

6.4 Buildings

Is the post personally accountable for the proper use and safekeeping of buildings? If yes please indicate the type of building(s) concerned and the nature of the accountability

Type of Building	Nature of accountability Indicate whether this is continuous or shared with others
N/A	

7. Work Demands

The impact of deadlines, interruptions, changes in priorities and resource conflicts on the post.

7.1 Work Plan

How is the post's work planned?

Work is generated by force priorities set out by Chief Officer team and Force Control Strategy. These are directed and managed through various governance meetings where performance and compliance are monitored, and feedback is provided. This may result in a change of priorities and deadlines for the post holder/ESD Services.

7.2 Interruptions / Changes to the work plan

How often is the planned work of the post subject to interruptions and/or changes? Give examples, identifying the cause of the interruption, the nature of it (e.g. is it a single or diverse range) and the frequency with which it occurs.

Interruptions to daily business may be encountered when unexpected/critical incidents occur which require a change of plans in terms of resources and therefore reducing service delivery in other areas. This is not expected to be a regular occurrence.

7.3 Deadlines

Is the work of the post subject to deadlines? If yes please give examples and the frequency with which they occur.

Regular deadlines expected from the post holder connected to force governance meetings mostly on a monthly basis. There will also be deadlines in relation to other inspections carried out within Scientific services for example UKAS accreditation or HMICFRS

7.4 Conflicting Priorities / Resource Needs

Does the post have to RESOLVE situations where there are conflicting priorities / resource needs? If yes give examples of situations the post encounters and explain how the post resolves them. Indicate how frequently these situations occur.

Yes, it is envisaged that this will occur frequently, and decisions will be necessary to prioritise incoming demands with appropriate staffing levels ensuring no discernible impact on service.

8. Physical Demands

The amount and continuity of physical effort required doing the job.

8.1 Type and Frequency of Physical Demand

Please indicate the type, frequency and duration of any physically demanding activity that is a requirement of the post.

Type of Physically demanding activity (e.g. standing, walking, lifting, cleaning)	Frequency and duration (e.g. 2 hours every day)
N/A	

8.2 Use of IT Equipment

Does the post require the use of IT equipment above and beyond the use of standard issue GMP laptops and mobile telecommunications devices? If yes please indicate the nature and level of usage.

Nature of usage (e.g. spreadsheets, data entry)	Level of usage (e.g. 2 hours every day)
N/A	

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9. Working Conditions

9.1 Normal Place of Work

Indicate the post's normal place(s) of work (e.g. office, client's house, workshop etc). Where more than one place is specified please indicate the relative time spent in each.

Office Based

9.2 Disagreeable Conditions

Is the post exposed to any disagreeable conditions (e.g. working outside, noise, dirt etc)?

If yes please indicate the type of condition below and the frequency and duration of exposure.

Nature of condition (e.g. noise, working outside)	Level of exposure (e.g. 2 hours every day)
N/A	

10. Work Context

10.1 Potential Risk to Personal Health or Safety

Is there any potential risk to personal safety, illness, health (either physical or psychological)? If yes please give examples stating who or what poses the potential risk and the frequency of exposure.

Nature of risk	Frequency of Exposure
N/A	

If the post involves contact with the public or clients can the post holder call on the immediate support of other members of staff? Please give examples.

Yes – wider SLT support available during office hours.

11. Knowledge and Skill

This factor measures knowledge and skills, in their broadest sense, in relation to the work or discipline required by any job covered by the Scheme, and which are necessary for the competent performance of the full duties and responsibilities of the job.

11.1 Type of Knowledge and Skill

What type of knowledge and skill is required in order to perform the duties of the post? Indicate also the depth of knowledge/skill required in each.

These may include technical, professional, operational or specialist disciplines as well as caring, interpersonal, literacy and linguistic skills, diplomacy, sensitivity, tact, dexterity, numeracy, knowledge of equipment and machinery, operational techniques, concepts, theories, procedures, and communications and management skills.

Type of Knowledge / Skill	Depth of knowledge / skill (e.g. Basic knowledge, Working knowledge, council expert)
Refer to Person Spec of JD	

11.2 Most Important Areas of Knowledge

From the above list give the two/three most important. Please give specific work examples to explain what is delivered in the job by an effective application of these two or three types of knowledge/skill

Scientific investigations
Scientific techniques
Health and safety regs
Quality and compliance regs
Operations contingencies
Response to critical/major incidents
Police officer / police staff conditions of service
HR and Welfare policies

11.3 Experience

Describe the type of experience required to do the job (e.g. domestic/non-work environment/voluntary work/academic work/other).

Refer to JD

GREATER MANCHESTER POLICE

JOB DESCRIPTION

POST TITLE:	Performance And Quality Compliance Manager
DEPARTMENT/DIVISION/BRANCH:	Evidential, Scientific and Digital Services (ESD)
SECTION/UNIT:	Evidential Services
GRADE:	Proposed M
RESPONSIBLE TO:	Head of Evidential Services
RESPONSIBLE FOR:	Ops Supervisor for ESD Submissions (including Reception Unit), Ops Supervisor for Performance, Quality and Compliance Team & CSI Tasking Team
AIM OF JOB:	To ensure effective and efficient ESD submission processes including effective budget management along with Quality and Compliance management. To lead on the development of innovative performance products that support ESD Services in effective performance management, development, and improved delivery. To lead and promote performance improvement in the Branch and performance development in support of the business needs of the branch.

MAIN DUTIES AND RESPONSIBILITIES

FSP and Budget:

- To ensure the provision of a comprehensive, coordinated external FSP service to GMP. coordinated efficient and effective service to the Force in relation to forensic science provided by external forensic service providers
- Maintain a productive working relationship with FSPs allowing for professional challenge where appropriate or escalation to Head of Evidential Services
- Ensure the effective management of the Force Corporate Forensic Science budget by obtaining and reviewing financial information, monitoring expenditure and producing management information.
- To ensure the effective maintenance and development of finance data to produce accurate and up-to date statistical information relating to the Force Corporate Forensic Science Budget.

Submissions:

- Ensure the coordination of an operational forensic response to investigations throughout the Force. Identifying priority crimes and exhibits, ensuring that an approach is implemented to each individual case to optimise the examination / analysis of forensic evidence in the most efficient and effective manner, ensuring best value.
- Ensuring consistent application of Standard Operating Procedures (SOPs) for all submissions
- Responsibility for submissions relating to all disciplines of ESD services
- To develop and maintain an efficient and effective centralised submissions team for forensic evidence generated from cases.
- To oversee the evaluation of proposed submissions, making recommendations and providing a signed authorisation where required. In all cases considering effectiveness, evidential value, cost effectiveness and timeliness and where necessary staging submissions.
- To oversee the effectiveness of ESD services maintaining an effective submissions process and physical reception facilities.

Performance:

- Ensure completion of Branch performance packs to support the performance management framework cycle
- To lead on developing the performance framework to support management, liaising with the relevant areas of the business to check on its effectiveness
- To maintain professional independence and objectivity from other areas of ESD Services to ensure the integrity of performance products and any subsequent challenges
- To support Corporate Development in obtaining access to all necessary and relevant performance data
- To support Corporate Development with the ongoing development of the force forensic dashboard

Quality and Compliance:

- To lead on behalf of the Force in relation to all Forensic Quality issues, ensuring implementation of appropriate standards across forensic disciplines, as well as the ongoing monitoring and maintenance of such standards.
- To ensure the provision of ongoing competency and proficiency testing for all staff throughout ESD Services and maintenance of appropriate records.

- Manage effectively the on-going specialist and technical professional development of personnel across the Branch through the implementation and development of an ESD Services Learning and Development records, profiles and archive system.
- Maintain up to date knowledge of forensic regulations and their appropriate application across ESD Services
- Support other business areas leads to develop, implement and maintain appropriate SOPs and quality and compliance checks within their teams
- To support the Head of Evidential, Scientific and Digital Services and / or the Head of Evidential Services in preparation for their attendance at meetings with the forensic regulator
- To attend meetings at the request of the Head of Evidential Services
- Ensure that the ESD Services Manual reflects current work practices, both local and National, and that internal audits/inspections/dip samples/process reviews are completed and reported in a timely manner
- To effectively manage Quality Assurance and Performance Management as required by ESD SLT to support the continuous improvement of services provided

General:

- To promote and comply with GMP's policies on health and safety both in the delivery of services and the treatment of others.
- Comply with and promote equality legislation and GMP's policies on diversity and equality. Take steps to eliminate unlawful discrimination, advance equality of opportunity and foster good relations.
- To fully participate in GMP's development review process.
- If you have responsibility for staff; to manage staff development, performance and attendance using appropriate GMP policy and procedure.
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- Supervisors and managers have the additional responsibility of ensuring that staff undertake the appropriate training and fully understand and apply the required Force policy, procedures and information / records management standards in the course of their duties. Supervisors and managers should ensure that staff / officers understand their responsibilities in maintaining data quality and security and have appropriate processes in place to monitor compliance.
- To carry out such other duties which are consistent with the nature, responsibilities and grading of the post.

NOTES

This job description records the principal responsibilities of the job at the date shown. The job description will be updated from time to time in conjunction with the post holders to reflect changes.

Please note that we will consider making reasonable adjustments to the above, in line with the Equality Act.

The most up to date version of various GMP policies and pieces of legislation can be found on the Intranet/ SharePoint. Further support and guidance can be sought from the HR Advisory Service or the Information Compliance and Records Management Unit. The most up to date telephone numbers are available on the GMP Intranet.

LEADERSHIP EXPECTATIONS

The Leadership Expectations is a framework, which describes the attributes, behaviours, and outcomes that are demonstrated by successful leaders across GMP. They also describe what all our staff and officers need to deliver in order to achieve the Force's vision "Protecting society and keeping people safe".

The Leadership Expectations will be embedded in leadership training, recruitment and selection, police officer promotion, development programmes and performance reviews.

Our Leadership Expectations are:

Inspiring Others

Listening to, involving and motivating others to take action and behave with courage and integrity

Enabling Change and Improvement

Taking responsibility to solve problems, implement change and make improvements to our services

Developing Yourself and Others

Developing yourself and others to succeed and increase their contribution to GMP

Responsibility for/to the Team

Setting a clear direction and promoting teamwork to achieve high standards of professionalism and performance in all situations however challenging

Working in Partnership

Working as one GMP team and with external partners to achieve results that benefit GMP and our communities

Demonstrating Respect and Compassion

Treating all our people, partners and communities with respect and compassion

Service Delivery

Delivering excellent policing services to the people of Greater Manchester

Leaders have been identified at four levels:

- Peer
- First
- Middle
- Senior

The Performance, Quality and Compliance Manager has been identified as: **A Senior Leader**

Please Note: As well as assessing candidates against criteria outlined in the Person Specification, the selection process will also include candidate assessment of the leadership expectations.

For more information on our leadership expectations please visit our website
www.gmp-recruitment.co.uk

PERSON SPECIFICATION
Performance, Quality and Compliance Manager
Evidential, Scientific and Digital Services

Short-Listing Criteria	Essential/ Desirable (E/D)
Qualifications/Education	
Degree or equivalent relevant experience.	E
Postgraduate qualification such as an MSc, MBA, or other business or scientific qualification.	D
Member of Professional Institute, Management or Scientific. *	D*
Experience	
Significant management experience in: - • Commercial Management/Public Sector Management • Budget Management	E
Experience of policing environment. *	D*
Experience of planning, designing and budgeting demonstrating the ability to meet organisational demands and handle change within timescales.	E
Knowledge	
Detailed knowledge of all aspects of forensic science and its application to police investigations	D*
Knowledge of monitoring working practices and utilising systems of performance indicators.	D
Knowledge and experience of Quality Management Systems and the process of external accreditation.	D
Knowledge of relevant theory, current practice and the latest developments within scientific forensics.	E
Knowledge, practical application and management of quality assurance procedures in scientific forensic work.	E
Knowledge of the use of measurement in the context of performance and quality improvement.	E
Principles, methods, techniques and tools for the preparation and monitoring of budgets.	E
Has a firm understanding of the Policing Strategy, vision, goals and objectives. *	D*
Awareness of current developments and trends within the Police Service that may impact upon scientific forensic services. *	D*
Be familiar with the Management of Police Information (MOPI), Criminal Procedure and Investigations Act 1996 (CPIA), the Police and Criminal Evidence Act 1984 (PACE), and the Protection of Freedoms Act 2012 (POFA) and other relevant legislation and have an understanding of the application of such legislation to the investigative process, particularly from a Scientific forensic perspective.	D*
Skills / Abilities	
Effective influencing and communication skills (verbal, electronic and written format) at senior management level. Conveys confidence and professionalism when engaging with others of different backgrounds and has the ability to deal with sensitive matters when required.	E
IT skills to use office related software to manage self, deliver work related products and collaborate with others. Example: MS Office, MS SharePoint.	E
Other	

Has achieved a good attendance record.	E
Willing to travel to different locations for work purposes.	E
Prepared to participate in out of hours standby duties.	E
Full UK driving license and access to a vehicle for business purposes. (Casual car user)	E

- Candidates who do not demonstrate on the application form, criteria assessed at eligibility stage (E), may not be considered for short-listing.
- Candidates who do not demonstrate on the application form, criteria identified as essential and being assessed at application form (AF), may not be shortlisted.
- All essential criteria above will also be discussed in GMP's - development review process.
- The desirable criteria marked with an asterisk will be desirable at selection stage but will become essential once in post and will be discussed in the development review process.
- A good attendance record will be assessed in accordance with current guidelines. For recruitment purposes this can only legally occur following a provisional offer, at which stage the offer can be rescinded. Consideration will be given to Disability related absence/maternity related absence in line with current guidelines.

GREATER MANCHESTER POLICE

JOB DESCRIPTION

POST TITLE:	Performance And Quality Compliance Manager
DEPARTMENT/DIVISION/BRANCH:	Evidential, Scientific and Digital Services (ESD)
SECTION/UNIT:	Evidential Services
GRADE:	L
RESPONSIBLE TO:	Head of Evidential Services
RESPONSIBLE FOR:	Ops Supervisor for ESD Submissions (including Reception Unit), Ops Supervisor for Performance, Quality and Compliance Team & CSI Tasking Team
AIM OF JOB:	To ensure effective and efficient ESD submission processes including effective budget management along with Quality and Compliance management. To lead on the development of innovative performance products that support ESD Services in effective performance management, development, and improved delivery. To lead and promote performance improvement in the Branch and performance development in support of the business needs of the branch.

MAIN DUTIES AND RESPONSIBILITIES

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- Maintain a productive working relationship with FSPs allowing for professional challenge where appropriate or escalation to Head of Evidential Services.
- Ensure the effective management of the Force Corporate Forensic Science budget by obtaining and reviewing financial information, monitoring expenditure and producing management information.
- To ensure the effective maintenance and development of finance data to produce accurate and up-to date statistical information relating to the Force Corporate Forensic Science Budget.

Submissions:

- Ensure the coordination of an operational forensic response to investigations throughout the Force. Identifying priority crimes and exhibits, ensuring that an approach is implemented to each individual case to optimise the examination / analysis of forensic evidence in the most efficient and effective manner, ensuring best value.
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- To lead on developing the performance framework to support management, liaising with the relevant areas of the business to check on its effectiveness.
- To maintain professional independence and objectivity from other areas of ESD Services to ensure the integrity of performance products and any subsequent challenges.
- To support Corporate Development in obtaining access to all necessary and relevant performance data.
- To support Corporate Development with the ongoing development of the force forensic dashboard

Quality and Compliance:

- To lead on behalf of the Force in relation to all Forensic Quality issues, ensuring implementation of appropriate standards across forensic disciplines, as well as the ongoing monitoring and maintenance of such standards.
- To ensure the provision of ongoing competency and proficiency testing for all staff throughout ESD Services and maintenance of appropriate records.
- Manage effectively the on-going specialist and technical professional development of personnel across the Branch through the implementation and development of an ESD Services Learning and Development records, profiles and archive system.
- Maintain up to date knowledge of forensic regulations and their appropriate application across ESD Services.
- Support the leads of other business to develop, implement, and maintain appropriate SOPs and quality and compliance checks within their teams.
- To support the Head of Evidential, Scientific and Digital Services and / or the Head of Evidential Services in preparation for their attendance at meetings with the forensic regulator.
- To attend meetings at the request of the Head of Evidential Services.
- Ensure that the ESD Services Manual reflects current work practices, both local and National, and that internal audits/inspections/dip samples/process reviews are completed and reported in a timely manner.
- To effectively manage Quality Assurance and Performance Management as required by ESD SLT to support the continuous improvement of services provide.

General

- To promote and comply with GMP's policies on health and safety both in the delivery of services and the treatment of others.
- Comply with and promote equality legislation and GMP's policies on diversity and equality. Take steps to eliminate unlawful discrimination, advance equality of opportunity and foster good relations.
- To comply with the requirements of GMP's policies on Drug and Alcohol testing – requirements in respect of specific posts/ roles are described in the policies which are available on the Intranet/SharePoint.
- To fully participate in GMP's development review process.
- If you have responsibility for staff; to manage staff development, performance and attendance using appropriate GMP policy and procedure.
- To promote and comply with Business Continuity Management as it affects GMP in relation to planning and service delivery in compliance with the Civil Contingencies Act.
- All staff and officers must adhere to and comply with Data Protection, Freedom of Information and Human Rights legislation and the Authorised Professional Practice (Information Management). It is the responsibility of all staff and officers to maintain data quality and security. Therefore when inputting, updating and using GMP information, you are to ensure that it is Accurate, Adequate,

Relevant and Timely (AART), and that it is used / disclosed for business purposes only and kept secure. The most current guidance and advice in respect of compliance with the legislation and information / records management standards can be found on the Information Management Intranet site/Information Services SharePoint site.

- Supervisors and managers have the additional responsibility of ensuring that staff undertake the appropriate training and fully understand and apply the required Force policy, procedures and information / records management standards in the course of their duties. Supervisors and managers should ensure that staff / officers understand their responsibilities in maintaining data quality and security and have appropriate processes in place to monitor compliance.
- To carry out such other duties which are consistent with the nature, responsibilities and grading of the post.

Forensic Specific

- Enforce compliance with ISO accreditation standards and internal procedures to ensure that established ISO quality and process procedures are being followed by the appropriate personnel at all times.
- Ensure quality standards within ESD are maintained, including staff competence, and that any identified corrective or preventive actions are investigated and resolved.
- Monitor and evaluate the effectiveness of the Quality Management System and improvement programmes.

NOTES

This job description records the principal responsibilities of the job at the date shown. The job description will be updated from time to time in conjunction with the post holders to reflect changes.

Please note that we will consider making reasonable adjustments to the above, in line with the Equality Act.

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LEADERSHIP EXPECTATIONS

The Leadership Expectations is a framework, which describes the attributes, behaviours, and outcomes that are demonstrated by successful leaders across GMP. They also describe what all our staff and officers need to deliver in order to achieve the Force's vision "Protecting society and keeping people safe".

The Leadership Expectations will be embedded in leadership training, recruitment and selection, police officer promotion, development programmes and performance reviews.

Our Leadership Expectations are:

Inspiring Others

Listening to, involving and motivating others to take action and behave with courage and integrity

Enabling Change and Improvement

Taking responsibility to solve problems, implement change and make improvements to our services

Developing Yourself and Others

Developing yourself and others to succeed and increase their contribution to GMP

Responsibility for/to the Team

Setting a clear direction and promoting teamwork to achieve high standards of professionalism and performance in all situations however challenging

Working in Partnership

Working as one GMP team and with external partners to achieve results that benefit GMP and our communities

Demonstrating Respect and Compassion

Treating all our people, partners and communities with respect and compassion

Service Delivery

Delivering excellent policing services to the people of Greater Manchester

Leaders have been identified at four levels:

- Peer
- First
- Middle
- Senior

The **Performance, Quality and Compliance Manager** has been identified as: **A Senior Leader**

Please Note: As well as assessing candidates against criteria outlined in the Person Specification, the selection process will also include candidate assessment of the leadership expectations.

For more information on our leadership expectations please visit our website
www.gmp-recruitment.co.uk

PERSON SPECIFICATION
Performance, Quality and Compliance Manager
Evidential, Scientific and Digital Services

Short-Listing Criteria	Essential/ Desirable (E/D)
Qualifications/Education	
Degree or equivalent relevant experience.	E
Postgraduate qualification such as an MSc, MBA, or other business or scientific qualification.	D
Member of Professional Institute, Management or Scientific. *	D*
Experience	
Significant management experience in: - • Commercial Management/Public Sector Management • Budget Management	E
Experience of policing environment. *	D*
Experience of planning, designing and budgeting demonstrating the ability to meet organisational demands and handle change within timescales.	E
Knowledge	
Detailed knowledge of all aspects of forensic science and its application to police investigations. *	D*
Knowledge of monitoring working practices and utilising systems of performance indicators.	D
Knowledge and experience of Quality Management Systems and the process of external accreditation.	D
Knowledge of relevant theory, current practice and the latest developments within scientific forensics.	E
Knowledge, practical application and management of quality assurance procedures in scientific forensic work.	E
Knowledge of the use of measurement in the context of performance and quality improvement.	E
Principles, methods, techniques and tools for the preparation and monitoring of budgets.	E
Has a firm understanding of the Policing Strategy, vision, goals and objectives. *	D*
Awareness of current developments and trends within the Police Service that may impact upon scientific forensic services. *	D*
Be familiar with the Management of Police Information (MOPI), Criminal Procedure and Investigations Act 1996 (CPIA), the Police and Criminal Evidence Act 1984 (PACE), and the Protection of Freedoms Act 2012 (POFA) and other relevant legislation and have an understanding of the application of such legislation to the investigative process, particularly from a Scientific forensic perspective. *	D*
Skills / Abilities	
Effective influencing and communication skills (verbal, electronic and written format) at senior management level. Conveys confidence and professionalism when engaging with others of different backgrounds and has the ability to deal with sensitive matters when required.	E
IT skills to use office related software to manage self, deliver work related products and collaborate with others. Example: MS Office, MS SharePoint.	E

Other	
Has achieved a good attendance record.	E
Willing to travel to different locations for work purposes.	E
Prepared to participate in out of hours standby duties.	E
Full UK driving license and access to a vehicle for business purposes. (Casual car user)	E

Key

AF(E)	Eligibility (this will be checked by the recruitment team)
AF	Application Form
C	Certificate
T	Test
I	Interview

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- A good attendance record will be assessed in accordance with current guidelines. For recruitment purposes this can only legally occur following a provisional offer, at which stage the offer can be rescinded. Consideration will be given to Disability related absence/maternity related absence in line with current guidelines.

GREATER MANCHESTER POLICE

JOB DESCRIPTION

POST TITLE:	Digital Services Manager
DEPARTMENT/DIVISION/BRANCH:	Evidential, Scientific and Digital Services (ESD)
SECTION/UNIT:	Evidential Services
GRADE:	Proposed M
RESPONSIBLE TO:	Head of Digital Services
RESPONSIBLE FOR:	Digital Operations Managers
AIM OF JOB:	To provide operational management for all investigations and digital forensic work conducted within Digital Services To support in the development and promotion of GMP as a Centre for Excellence for digital forensics and investigation. To lead and promote performance improvement in the Branch and performance development in support of the business needs of the branch.

MAIN DUTIES AND RESPONSIBILITIES

- To facilitate and attend relevant unit governance meetings as required.
- Responsible for the operational management and performance of staff within Digital Services making effective use of resources to provide highest level of service delivery.
- Manage and ensure the welfare of all staff within the teams, determining work priorities as appropriate, applying relevant personnel procedures in accordance with Force policies. Liaise with Human Resources (HR) and the Occupational Health and Welfare Unit to ensure that all staff welfare issues are appropriately managed.
- Liaise with GMP staff/officers, other agencies & senior management to advise them in relation to best practice and procedures for investigating digital, visual, audio and electronic devices in accordance with nationally agreed protocols, law, legislations and the ACPO (Association of Chief Police Officers) Good Practice Guide for Digital Evidence.
- Developing operational working relationships with other Investigative Units within GMP in order to improve the Forces digital, visual and audio investigation capability.
- Support the Digital Operations Managers with operational digital, visual and audio forensic investigation issues including policy, procedure and technical advances. Make written proposals for operational development and take overall responsibility for the team's research into new techniques and emerging technologies that may assist in the development of an advanced digital, visual and audio forensic and investigation service.
- Manage the resources of the Units in order to ensure that adequate services and equipment are available to assist in the detection of crime.
- Attend court to give evidence, as required, in the capacity of a digital forensic investigation expert.
- Compile, assess and report management information in relation to the performance of all elements of Digital Services and ensure appropriate progress is made against previously agreed objectives.
- Promote and deliver change in a positive manner, ensuring appropriate communication and support is provided throughout.
- Supporting the Digital Operations Managers and working with the Quality and Development Coordinator and individual supervisors within Digital Services to develop strategic plans and manage the technical requirements of accreditation in accordance with the Forensic Science Regulators Codes of Practice and ISO 17025, providing expertise and senior decision making.
- Comply with and promote ISO 17025 accreditation standards, compliance with the Forensic Science Regulator Codes of Practice and internal procedures to ensure that established procedures are embedded throughout the section.
- To be overall responsible for evidence submitted to, recovered by or produced Digital Services and ensure that evidence is handled in an appropriate manner to ensure security, integrity and appropriate evidential standards of examination, optimising evidential opportunities at all stages.
- Coordinate the recruitment and selection of all personnel within Digital Services, closely monitoring the functions and requirements to ensure that the role profiles reflect the demands of the job.
- To undertake a managerial role in the coordination of Digital Services response to a major disaster or incident, ensuring the timely and effective deployment of staff and resources to support when appropriate any scene related requirements such as form a temporary digital forensic investigation lab conducting examinations on computers, mobile phones and other digital devices.

- Promote Value for Money principals, initiatives and reviews which ensure that Digital Services functions are delivered in the most cost-effective and efficient manner.
- Develop the training provision of Digital Services working alongside Supervisors and Team Leaders to ensure staff are fully trained, have adequate career development and that the Forces Digital Services capability becomes and remains a Centre of Excellence for digital investigation.
- On occasions attend meetings as a Senior Forensic Advisor in relation to digital, visual, audio and electronic evidence, to advise on the recovery and recording of evidence to assist Senior Investigating Officers and other specialists in the investigation process.
- Provide a proactive approach to the development of current and potential technical systems/techniques by attending conferences and workshops, seminars, exhibitions etc, preparing business cases and budget bids to enhance the digital forensic capabilities of Digital Services
- To deal with serious or potentially disturbing material.
- Ensure staff adhere to relevant Force procedures in relation to Information management by ensuring appropriate processes are in place to monitor compliance in relating to the collection, recording, evaluation and sharing of information and providing the appropriate feedback to maintain and improve information quality in compliance with the Code of Practice on Management of Police Information 2005.
- To maintain awareness of Force and Departmental policies and procedures.
- To promote and comply with GMP's policies on health and safety both in the delivery of services and the treatment of others.
- Comply with and promote equality legislation and GMP's policies on diversity and equality. Take steps to eliminate unlawful discrimination, advance equality of opportunity and foster good relations.
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Forensic Specific

- Enforce compliance with ISO accreditation standards and internal procedures to ensure that established ISO quality and process procedures are being followed by the appropriate personnel at all times.
- Ensure quality standards within ESD are maintained, including staff competence, and that any identified corrective or preventive actions are investigated and resolved.
- Monitor and evaluate the effectiveness of the Quality Management System and improvement programmes.

Digital Services Specific

- Support the development and promotion of GMP as a Centre of Excellence for digital, visual and audio forensic investigation.
- Support and contribute towards research and development of new techniques and methods in response to changing technologies and the requirement for continuous improvement, ensuring the forces digital forensic capability becomes and remains a Centre of Excellence for digital, visual, audio forensic investigation.

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PERSON SPECIFICATION
Digital Services Manager
Evidential, Scientific and Digital Services (ESD)

Short-Listing Criteria	Essential/ Desirable (E/D)	Assessment of Criteria (how the shortlisting criteria will be assessed)
<u>Qualifications/Education</u>		
Bachelor's Degree in a digital forensic/computer science based subject. And/Or Worked as a Senior practitioner within a Digital Forensic subject/discipline.	E	AF/C
Post Graduate Certificate/Diploma or MSc in Forensic Computing.	D	AF/C
Management qualification.	D	AF/C
<u>Experience</u>		
Experience in risk assessing cases to inform allocation, management of risk and prioritisation of cases.	E	AF/I
Experience of project management and/or managing change processes within a digital environment.	E	AF/I
Experience of analysing and using data in order to manage an organisation efficiently and implement positive change.	E	AF/I
Experience of providing accurate data to support the publication of business cases and other formal report based documents.	E	AF/I
Experience in the recruitment and selection of staff.	E	AF/I
Experience of working with Investigators to set case strategies around digital evidence.	E	AF/I
Experience of creating, developing and managing policy relating to digital forensics.	E	AF/I
Experience of presenting information to a wide range of audiences in verbal and written formats.	E	AF/I
Experience of dealing with the UK Legal System including Courts & CPS.	E	AF/I

<u>Knowledge</u> Knowledge of the provision of forensic services to the investigation of digital and electronic crime. Practical knowledge of the main functions and types of devices subject to investigation and the methods used to extract evidence from devices. Practical knowledge of the techniques and methodology used during the course of a digital forensic investigation. Knowledge of Quality Management Systems and the process of external accreditation. Knowledge of managing performance and HR Policies. An understanding of legislation including. Computer Misuse Act, RIPA, Investigatory Powers Act, PACE, legislation applicable to CSE, online sexual offences & Online CSE etc. Thorough knowledge and understanding of the ACPO Good Practice Guide for Digital Evidence and associated best practice and principle.	E E E E E E E	I I I I I I I
<u>Skills/Abilities</u> Has the ability to supervise and manage staff. Has the ability in communicating at a variety of levels within an organisation including negotiating and influencing skills. Ability to write complex reports, make presentations and discuss relevant issues with other agencies. Ability to develop and utilise new technologies to further improve the effective and efficient provision of a Digital Forensic Investigation Unit. Ability to assess, decide/resolve issues logically and objectively. Has the ability to manage a variety of different workloads, possessing the aptitude to modify plans and priorities. Ability to deliver objectives and make considered decisions under pressure. Worked in partnership with other forces, outside agencies and/or a range of private sector organisations	E E E E E E E D	AF/I AF/I AF/I AF/I AF/I AF/I AF/I AF/I

Other		
Has achieved a good attendance record.	E	AF(E)
Full UK driving licence.	E	AF (E)
Willing to undertake a Basic driver authority driving test and drive a fleet vehicle.	E	AF
Able and willing to participate in an on-call rota as dictated by ESD requirements.	E	AF
As a condition of being appointed to this post an individual will be required to provide a sample of their Biometric material. These samples may be searched against National Databases to assist in the elimination of identified samples recovered from crime scenes.	E	
This is a designated post under the Force Vetting Strategy and the post will therefore attract an enhanced level of vetting.	E	

Key

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GREATER MANCHESTER POLICE

JOB DESCRIPTION

POST TITLE:	Digital Services Manager
DEPARTMENT/DIVISION/BRANCH:	Evidential, Scientific and Digital Services (ESD)
SECTION/UNIT:	Evidential Services
GRADE:	Proposed M
RESPONSIBLE TO:	Head of Digital Services
RESPONSIBLE FOR:	Digital Operations Managers
AIM OF JOB:	To provide operational management for all investigations and digital forensic work conducted within Digital Services To support in the development and promotion of GMP as a Centre for Excellence for digital forensics and investigation. To lead and promote performance improvement in the Branch and performance development in support of the business needs of the branch.

MAIN DUTIES AND RESPONSIBILITIES

- To facilitate and attend relevant unit governance meetings as required.
- Responsible for the operational management and performance of staff within Digital Services making effective use of resources to provide highest level of service delivery.
- Manage and ensure the welfare of all staff within the teams, determining work priorities as appropriate, applying relevant personnel procedures in accordance with Force policies. Liaise with Human Resources (HR) and the Occupational Health and Welfare Unit to ensure that all staff welfare issues are appropriately managed.
- Liaise with GMP staff/officers, other agencies & senior management to advise them in relation to best practice and procedures for investigating digital, visual, audio and electronic devices in accordance with nationally agreed protocols, law, legislations and the ACPO (Association of Chief Police Officers) Good Practice Guide for Digital Evidence.
- Developing operational working relationships with other Investigative Units within GMP in order to improve the Forces digital, visual and audio investigation capability.
- Support the Digital Operations Managers with operational digital, visual and audio forensic investigation issues including policy, procedure and technical advances. Make written proposals for operational development and take overall responsibility for the team's research into new techniques and emerging technologies that may assist in the development of an advanced digital, visual and audio forensic and investigation service.
- Manage the resources of the Units in order to ensure that adequate services and equipment are available to assist in the detection of crime.
- Attend court to give evidence, as required, in the capacity of a digital forensic investigation expert.
- Compile, assess and report management information in relation to the performance of all elements of Digital Services and ensure appropriate progress is made against previously agreed objectives.
- Promote and deliver change in a positive manner, ensuring appropriate communication and support is provided throughout.
- Supporting the Digital Operations Managers and working with the Quality and Development Coordinator and individual supervisors within Digital Services to develop strategic plans and manage the technical requirements of accreditation in accordance with the Forensic Science Regulators Codes of Practice and ISO 17025, providing expertise and senior decision making.
- Comply with and promote ISO 17025 accreditation standards, compliance with the Forensic Science Regulator Codes of Practice and internal procedures to ensure that established procedures are embedded throughout the section.
- To be overall responsible for evidence submitted to, recovered by or produced Digital Services and ensure that evidence is handled in an appropriate manner to ensure security, integrity and appropriate evidential standards of examination, optimising evidential opportunities at all stages.
- Coordinate the recruitment and selection of all personnel within Digital Services, closely monitoring the functions and requirements to ensure that the role profiles reflect the demands of the job.
- To undertake a managerial role in the coordination of Digital Services response to a major disaster or incident, ensuring the timely and effective deployment of staff and resources to support when appropriate any scene related requirements such as form a temporary digital forensic investigation lab conducting examinations on computers, mobile phones and other digital devices.

- Promote Value for Money principals, initiatives and reviews which ensure that Digital Services functions are delivered in the most cost-effective and efficient manner.
- Develop the training provision of Digital Services working alongside Supervisors and Team Leaders to ensure staff are fully trained, have adequate career development and that the Forces Digital Services capability becomes and remains a Centre of Excellence for digital investigation.
- On occasions attend meetings as a Senior Forensic Advisor in relation to digital, visual, audio and electronic evidence, to advise on the recovery and recording of evidence to assist Senior Investigating Officers and other specialists in the investigation process.
- Provide a proactive approach to the development of current and potential technical systems/techniques by attending conferences and workshops, seminars, exhibitions etc, preparing business cases and budget bids to enhance the digital forensic capabilities of Digital Services
- To deal with serious or potentially disturbing material.
- Ensure staff adhere to relevant Force procedures in relation to Information management by ensuring appropriate processes are in place to monitor compliance in relating to the collection, recording, evaluation and sharing of information and providing the appropriate feedback to maintain and improve information quality in compliance with the Code of Practice on Management of Police Information 2005.
- To maintain awareness of Force and Departmental policies and procedures.
- To promote and comply with GMP's policies on health and safety both in the delivery of services and the treatment of others.
- Comply with and promote equality legislation and GMP's policies on diversity and equality. Take steps to eliminate unlawful discrimination, advance equality of opportunity and foster good relations.
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Forensic Specific

- Enforce compliance with ISO accreditation standards and internal procedures to ensure that established ISO quality and process procedures are being followed by the appropriate personnel at all times.
- Ensure quality standards within ESD are maintained, including staff competence, and that any identified corrective or preventive actions are investigated and resolved.
- Monitor and evaluate the effectiveness of the Quality Management System and improvement programmes.

Digital Services Specific

- Support the development and promotion of GMP as a Centre of Excellence for digital, visual and audio forensic investigation.
- Support and contribute towards research and development of new techniques and methods in response to changing technologies and the requirement for continuous improvement, ensuring the forces digital forensic capability becomes and remains a Centre of Excellence for digital, visual, audio forensic investigation.

NOTES

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Working in Partnership

Working as one GMP team and with external partners to achieve results that benefit GMP and our communities

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PERSON SPECIFICATION
Digital Services Manager
Evidential, Scientific and Digital Services (ESD)

Short-Listing Criteria	Essential/ Desirable (E/D)	Assessment of Criteria (how the shortlisting criteria will be assessed)
<u>Qualifications/Education</u>		
Bachelor's Degree in a digital forensic/computer science based subject. And/Or Worked as a Senior practitioner within a Digital Forensic subject/discipline.	E	AF/C
Post Graduate Certificate/Diploma or MSc in Forensic Computing.	D	AF/C
Management qualification.	D	AF/C
<u>Experience</u>		
Extensive experience in risk assessing cases to inform allocation, management of risk and prioritisation of cases.	E	AF/I
Experience of project management and/or managing change processes within a digital environment.	E	AF/I
Extensive experience of analysing and using data in order to manage an organisation efficiently and implement positive change.	E	AF/I
Extensive experience of providing accurate data to support the publication of business cases and other formal report based documents.	E	AF/I
Experience in the recruitment and selection of staff.	E	AF/I
Extensive experience of working with Investigators to set case strategies around digital evidence.	E	AF/I
Extensive experience of creating, developing and managing policy relating to digital forensics.	E	AF/I
Extensive experience of presenting information to a wide range of audiences in verbal and written formats.	E	AF/I
Extensive experience of dealing with the UK Legal System including Courts & CPS.	E	AF/I

<u>Knowledge</u> Detailed knowledge of the provision of forensic services to the investigation of digital and electronic crime. Detailed knowledge of the main functions and types of devices subject to investigation and the methods used to extract evidence from devices. Detailed knowledge of the techniques and methodology used during the course of a digital forensic investigation. Detailed Knowledge of Quality Management Systems and the process of external accreditation. Detailed Knowledge of managing performance and HR Policies. Knowledge of legislation including. Computer Misuse Act, RIPA, Investigatory Powers Act, PACE, legislation applicable to CSE, online sexual offences & Online CSE etc. Thorough knowledge and understanding of the ACPO Good Practice Guide for Digital Evidence and associated best practice and principle.	E E E E E E E	I I I I I I I
<u>Skills/Abilities</u> Has the ability to supervise and manage staff. Has the ability in communicating at a variety of levels within an organisation including negotiating and influencing skills. Ability to write complex reports, make presentations and discuss relevant issues with other agencies. Ability to develop and utilise new technologies to further improve the effective and efficient provision of a Digital Forensic Investigation Unit. Ability to assess, decide/resolve issues logically and objectively. Has the ability to manage a variety of different workloads, possessing the aptitude to modify plans and priorities. Ability to deliver objectives and make considered decisions under pressure.	E E E E E E E D	AF/I AF/I AF/I AF/I AF/I AF/I AF/I AF/I

Worked in partnership with other forces, outside agencies and/or a range of private sector organisations		
<u>Other</u>		
Has achieved a good attendance record.	E	AF(E)
Full UK driving licence.	E	AF (E)
Willing to undertake a Basic driver authority driving test and drive a fleet vehicle.	E	AF
Able and willing to participate in an on-call rota as dictated by ESD requirements.	E	AF
As a condition of being appointed to this post an individual will be required to provide a sample of their Biometric material. These samples may be searched against National Databases to assist in the elimination of identified samples recovered from crime scenes.	E	
This is a designated post under the Force Vetting Strategy and the post will therefore attract an enhanced level of vetting.	E	

Key

AF(E)	Eligibility (this will be checked by the recruitment team)
AF	Application Form
C	Certificate
T	Test
I	Interview

- Candidates who do not demonstrate on the application form, criteria assessed at eligibility stage (E), may not be considered for short-listing.
- Candidates who do not demonstrate on the application form, criteria identified as essential and being assessed at application form (AF), may not be shortlisted.
- All essential criteria above will also be discussed in GMP's - development review process.
- The desirable criteria marked with an asterisk will be desirable at selection stage but will become essential once in post and will be discussed in the development review process.
- A good attendance record will be assessed in accordance with current guidelines. For recruitment purposes this can only legally occur following a provisional offer, at which stage the offer can be rescinded. Consideration will be given to Disability related absence/maternity related absence in line with current guidelines.

GLPC JOB EVALUATION SCHEME

JOB EVALUATION QUESTIONNAIRE (JEQ)

VERSION 0.3 (adapted Dec 2024 for use by GMP)

Name (Individual completing the form):

Post Title:

Pre-evaluation Grade (if existing post):

District/Branch:

Section/Unit:

Post No (if existing post):

Responsible To:

CONTENTS AGREED BY:

Name of individual completing the form:

Name of Manager:

Signature:

Signature:

Date:

Date:

INSTRUCTIONS

The purpose of this questionnaire is to record key information and job content to help in the evaluation of the post. The information should relate to the post and not to the individual who might occupy it at present.

An up to date job description and an organisational structure chart should also be attached.

MAIN PURPOSE / REASON FOR THE JOB:

To provide operational management for all investigations and digital forensic work conducted within Digital Services To support in the development and promotion of GMP as a Centre for Excellence for digital forensics and investigation. To lead and promote performance improvement in the Branch and performance development in support of the business needs of the branch.
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MAIN RESPONSIBILITIES, DUTIES & TASKS: Please list main job areas showing average proportion of the time spent on each.

MAIN DUTIES AND RESPONSIBILITIES

- To facilitate and attend relevant unit governance meetings as required.
- Responsible for the operational management and performance of staff within Digital Services making effective use of resources to provide highest level of service delivery.
- Manage and ensure the welfare of all staff within the teams, determining work priorities as appropriate, applying relevant personnel procedures in accordance with Force policies. Liaise with Human Resources (HR) and the Occupational Health and Welfare Unit to ensure that all staff welfare issues are appropriately managed.
- Liaise with GMP staff/officers, other agencies & senior management to advise them in relation to best practice and procedures for investigating digital, visual, audio and electronic devices in accordance with nationally agreed protocols, law, legislations and the ACPO (Association of Chief Police Officers) Good Practice Guide for Digital Evidence.
- Developing operational working relationships with other Investigative Units within GMP in order to improve the Forces digital, visual and audio investigation capability.
- Support the Digital Operations Managers with operational digital, visual and audio forensic investigation issues including policy, procedure and technical advances. Make written proposals for operational development and take overall responsibility for the team's research into new techniques and emerging technologies that may assist in the development of an advanced digital, visual and audio forensic and investigation service.
- Manage the resources of the Units in order to ensure that adequate services and equipment are available to assist in the detection of crime.
- Attend court to give evidence, as required, in the capacity of a digital forensic investigation expert.
- Compile, assess and report management information in relation to the performance of all elements of Digital Services and ensure appropriate progress is made against previously agreed objectives.

Please identify how often each occur –

Daily, weekly, monthly, quarterly, or annually

▪ Promote and deliver change in a positive manner, ensuring appropriate communication and support is provided throughout. ▪ Supporting the Digital Operations Managers and working with the Quality and Development Coordinator and individual supervisors within Digital Services to develop strategic plans and manage the technical requirements of accreditation in accordance with the Forensic Science Regulators Codes of Practice and ISO 17025, providing expertise and senior decision making. ▪ Comply with and promote ISO 17025 accreditation standards, compliance with the Forensic Science Regulator Codes of Practice and internal procedures to ensure that established procedures are embedded throughout the section. ▪ To be overall responsible for evidence submitted to, recovered by or produced Digital Services and ensure that evidence is handled in an appropriate manner to ensure security, integrity and appropriate evidential standards of examination, optimising evidential opportunities at all stages. ▪ Coordinate the recruitment and selection of all personnel within Digital Services, closely monitoring the functions and requirements to ensure that the role profiles reflect the demands of the job. ▪ To undertake a managerial role in the coordination of Digital Services response to a major disaster or incident, ensuring the timely and effective deployment of staff and resources to support when appropriate any scene related requirements such as form a temporary digital forensic investigation lab conducting examinations on computers, mobile phones and other digital devices. ▪ Promote Value for Money principals, initiatives and reviews which ensure that Digital Services functions are delivered in the most cost-effective and efficient manner. ▪ Develop the training provision of Digital Services working alongside Supervisors and Team Leaders to ensure staff are fully trained, have adequate career development and that the Forces Digital Services capability becomes and remains a Centre of Excellence for digital investigation. ▪ On occasions attend meetings as a Senior Forensic Advisor in relation to digital, visual,	
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audio and electronic evidence, to advise on the recovery and recording of evidence to assist Senior Investigating Officers and other specialists in the investigation process.

- Provide a proactive approach to the development of current and potential technical systems/techniques by attending conferences and workshops, seminars, exhibitions etc, preparing business cases and budget bids to enhance the digital forensic capabilities of Digital Services
- To deal with serious or potentially disturbing material.
- Ensure staff adhere to relevant Force procedures in relation to Information management by ensuring appropriate processes are in place to monitor compliance in relating to the collection, recording, evaluation and sharing of information and providing the appropriate feedback to maintain and improve information quality in compliance with the Code of Practice on Management of Police Information 2005.
- To maintain awareness of Force and Departmental policies and procedures.
- To promote and comply with GMP's policies on health and safety both in the delivery of services and the treatment of others.
- Comply with and promote equality legislation and GMP's policies on diversity and equality. Take steps to eliminate unlawful discrimination, advance equality of opportunity and foster good relations.
- To comply with the requirements of GMP's policies on Drug and Alcohol testing – requirements in respect of specific posts/ roles are described in the policies which are available on the Intranet/SharePoint.
- To carry out such other duties which are consistent with the nature, responsibilities and grading of the post.
- To fully participate in GMP's development review process.
- If you have responsibility for staff; to manage staff development, performance and attendance using appropriate GMP policy and procedure.
- To promote and comply with Business Continuity Management as it affects GMP in relation to planning and service delivery in compliance with the Civil Contingencies Act.

- All staff and officers must adhere to and comply with Data Protection, Freedom of Information and Human Rights legislation and the Authorised Professional Practice (Information Management). It is the responsibility of all staff and officers to maintain data quality and security. Therefore when inputting, updating and using GMP information, you are to ensure that it is Accurate, Adequate, Relevant and Timely (AART), and that it is used / disclosed for business purposes only and kept secure. The most current guidance and advice in respect of compliance with the legislation and information / records management standards can be found on the Information Management Intranet site/Information Services SharePoint site.
- Supervisors and managers have the additional responsibility of ensuring that staff undertake the appropriate training and fully understand and apply the required Force policy, procedures and information / records management standards in the course of their duties. Supervisors and managers should ensure that staff / officers understand their responsibilities in maintaining data quality and security and have appropriate processes in place to monitor compliance.

Forensic Specific

- Enforce compliance with ISO accreditation standards and internal procedures to ensure that established ISO quality and process procedures are being followed by the appropriate personnel at all times.
- Ensure quality standards within ESD are maintained, including staff competence, and that any identified corrective or preventive actions are investigated and resolved.
- Monitor and evaluate the effectiveness of the Quality Management System and improvement programmes.

Digital Services Specific

- Support the development and promotion of GMP as a Centre of Excellence for digital, visual and audio forensic investigation.
- Support and contribute towards research and development of new techniques and methods in response to changing technologies and the requirement for continuous improvement, ensuring the forces digital forensic capability becomes and remains a Centre of Excellence for digital, visual, audio forensic investigation.

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1 Supervision / Management of People

This section records any direct responsibility the post has for the supervision or management of GMP employees or others.

1.1 GMP Employees – Full time responsibility

Indicate the number of employees directly supervised by the post. Indicate the level of authority (e.g. Allocate work, instruct, direct, organise, training, appraisal, discipline, wellbeing, absence management). Indicate also where the supervision is shared with others and what tasks are shared. Direct supervision includes all employees managed by others for whom the post holder has line management responsibilities.

Title and nature of the work carried out	Number*	Nature of Authority

Insert additional rows as required

1.2 *Numbers

If the numbers supervised vary throughout the year (e.g, if the post has temporary supervisory responsibility), please provide details of maximum and minimum numbers and timescales.

N/A

1.3 Deputising

Does the post have any formal deputising responsibility for managing employees? If so please indicate the nature of the responsibility and how often it occurs. Indicate the number and type of staff affected.

N/A

1.4 Project Teams

Does the post lead/manage or supervise any project teams? If so, indicate the type of project team, its composition, how long the post holder has this authority and the level of authority (e.g. Allocate work, instruct, direct, organise, training, appraisal, discipline).

Involved in projects as a Senior Stakeholder role for awareness and advice to any project teams.

1.5 Contract staff / Agency Workers

Specify any responsibility that the post has for contract or agency workers. Indicate the number involved and the nature of the responsibility.

N/A

1.6 Location of Employees

Are the employees supervised / managed by the postholder based at the same place of work, or on different site(s) or are they mobile? How often would the manager be at the same location as the employees? (For hybrid working arrangements, it would be the contracted place of work that needs to be taken into account.)

Vestigo House – any other locations across the force.

Different roles are located across the force.

2. Creativity and Innovation

The extent to which the work requires innovation and imaginative responses to issues and in the resolution of problems.

2.1 Examples of Creativity / Innovation

Give examples of areas where the post requires creativity and innovation in for example design, specifications and tendering, counselling and caring, application of IT, policy development, interpersonal skills, written or spoken word.

Assisting the wider ESD SLT to:

Ensure that GMP remain at the forefront of Scientific Services Technology utilising the most up to date techniques and processes.

Ensure that GMP remains competitive nationally as one of the leading Scientific Services providers.

Ensure that GMP significantly contribute to the national direction of Scientific Services investigations.

The expectation is that their knowledge is kept up to date to reflect this responsibility.

2.2 Examples of Problem Solving

Give examples of typical problems / situations a post holder will need to resolve during the course of their work. Indicate how frequently each type of problem / situation is likely to occur.

First line responsibility for digital investigations and digital evidence relating to a serious or major incident.

SLT contribution to resolve acute staffing issues within ESD.

SLT contribution for successful contingency planning in scientific in light of a major or critical incident.

2.3 Guidelines, procedures and systems

To what extent is the work undertaken by the post determined or assisted by guidelines, procedures and systems? Indicate how:

There are a various guidelines, procedures and systems set both nationally and locally. There are those policies and guidelines set out in terms of compliance with quality management and the forensic regulator codes. There is the expectation on the post holder to assist the Evidential Services head with interpreting such guidelines and supporting with developing systems and procedures to ensure compliance that is beneficial to the staff and organisation.

3. Contacts and Relationships

The degree of personal contact and the nature of relationships with others required to carry out the job.

3.1 Nature of Contacts and Relationships

Describe contacts and relationships within the section or department, with other departments, the public, external groups and organisations, their purpose and frequency.

Who (e.g. work colleague, other department, client, suppliers etc)	Purpose of Contact (e.g. exchanging information, providing advice, providing care, formal training, negotiations etc)	Frequency (e.g. daily, weekly, etc)
All internal staff as listed in section 1.1	Updating staff on strategic decision making, allocating actions and tasks, providing advice when required and completing 1-2-1's.	Daily
Other ESD Department Heads and deputies.	Resourcing, performance, welfare and other ESD priorities	Daily

Other Branch / District Leaders.	Providing advice and direction. Update on ESD services at Chief Officer forums e.g. PoaP, VCPF	When required / Monthly
National & Regional ESD Services	Collaborative support and advice on ESD services.	Quarterly

3.2 Complex / Contentious Issues

Does the post have to communicate with contacts on matters of a complex and/or contentious nature? Please give examples and indicate how often these occur.

Refer to evidence in section above along with the following:

Resourcing issues – when this is limited due to either staffing numbers or operational demand. This ultimately impacts on service delivery to the public. This will be as and when required.

Performance matters with SLT group and the wider Branch and District Leaders as required.

Ability to brief external stakeholders such as, Forensic Regulator UKAS, CPS, HMIC and GMCA on matters of a critical or contentious nature, such as gross misconduct investigations and service malfunctions that may impact on a large number of forensic investigations force wide.

3.3 Representing GMP

Does the post represent or negotiate on behalf of GMP? Please identify the circumstances and how often this occurs.

The post holder will require to attend and represent GMP on both regional and national meetings when directed by the ESD Head.

This post may negotiate on behalf of GMP albeit in a supportive capacity to the Head of ESD and Chief Officers.

4. Decisions – Discretion

This factor looks at the decisions or recommendations that the post takes to achieve its outcome.

4.1 Decisions

Give examples of the most important decisions that your post requires. Record only those decisions, which the post has authority to take.

Nature of Decision	Who it affects (e.g. your department/section, clients, other departments,	Guidelines / Limits
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	service provision, Whole authority, corporate policy etc)	(e.g. policies, procedures, working standards, regulations, guidelines, financial / operational limits
Appropriate and updated scientific techniques	This will impact on all the above examples	Ensuring all above examples are amended.
Contributing to national decisions on the direction of scientific services	This will impact on all the above examples	Ensuring all above examples are amended
Staffing matters – sickness and welfare issues	This will impact on all the above examples	Ensuring all above examples are amended
Overall direction of complex investigations	This will impact on all the above examples	Ensuring all above examples are amended
Health and Safety and Estates issues that may arise	This will impact on all the above examples	Ensuring all above examples are amended

4.2 Recommendations

Give example of the most important recommendations that the post is required to make.

Nature of Recommendation and who it is given to (e.g. recommend change in procedure to manager)	Who it affects (e.g. your department/section, clients, other departments, service provision, Whole authority, corporate policy etc)	Guidelines / Limits (e.g. policies, procedures, working standards, regulations, guidelines, financial / operational limits
Appropriate and updated scientific techniques	This will impact on all the above examples	Ensuring all above examples are amended.
Contributing to national decisions on the direction of scientific services	This will impact on all the above examples	Ensuring all above examples are amended
Staffing matters – sickness and welfare issues	This will impact on all the above examples	Ensuring all above examples are amended
Overall direction of complex investigations	This will impact on all the above examples	Ensuring all above examples are amended
Health and Safety and Estates issues that may arise	This will impact on all the above examples	Ensuring all above examples are amended

4.3 Availability of Advice / Guidance

Describe how advice on what may be the limit to decision making is available from the post's manager, or other sources (e.g. rules, guidelines). Is this advice available all the time?

Direction of advice and guidance will be dictated by national codes as set by Forensic Regulator (where work is accredited in that manner). Branch Leadership including the Chief Supt and Heads of Service can also provide wider guidance.

5. Decisions – Consequences

The impact of the decisions / recommendations taken.

Ensuring GMPs compliance with National Regulatory Codes.

Ensuring the forensic provision provided by all units meets the needs of the judicial processes supported.

5.1 Impact of Decisions / Recommendations

Identify the major consequences of any decisions or recommendations the post makes for clients, the public, other staff or the service.

Type of Decision / Recommendation	Who it affects (e.g. your department/section, clients, other departments, service provision, Whole authority, corporate policy etc)	Scale of Impact (e.g. limited - short term, major – long term effect)
Appropriate and updated scientific techniques	Victims, public, districts and departments.	Long term effect
Contributing to national decisions on the direction of scientific services	Victims, public, districts and departments	Limited
Staffing matters – sickness and welfare issues	Victims, public, districts and departments	Long term effect
Overall direction of complex investigations	Victims, public, districts and departments	limited
Health and Safety and Estates issues that may arise	Victims, public, districts and departments	Long term effect

5.2 Implications of a decision by the post holder

If the post holder made a legitimate, but incorrect, decision, what would be the likely impact? Give potential examples below but exclude events that are highly unlikely to occur. For each example indicate how quickly the error would be identified and rectified.

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Unable to provide resources to attend an incident or manage subsequent investigations – loss of evidence and potential public confidence reduced.

Ensure staffing requirements/policy is reviewed to meet or mitigate future occurrence(s).

Reduce CJ positive outcomes

Failing to adhere to processes/systems to comply with FSR codes and accreditation – poses risk to reliability/validity of evidence in court and therefore impact public confidence.

Ensure systems are reviewed regularly and regular collaboration with ESD quality team is in place

6. Resources

Personal and identifiable accountability for physical and financial resources including those of clients.

6.1 Cash / Financial Resources

Is the post personally and identifiably accountable for the accurate handling / security of cash and cheques? If yes specify the average amount controlled at any one time and the nature of the accountability.

Average amount controlled at any one time	Nature of accountability Indicate whether this is continuous or shared with others. How often are these resources handled : daily, weekly, monthly etc?
Corporate Budget of Circa £8 million	Accountable with all of ESD SLT to ensure appropriate governance and spend.

6.2 Plant / Equipment

Is the post personally accountable for the proper use / safekeeping of plant / equipment? If yes please indicate the type(s) of plant/equipment and the nature of the accountability.

Type of plant / equipment	Nature of accountability Indicate whether this is continuous or shared with others
Specialist IT equipment used in Digital Services (inc licencing)	Shared responsibility with ITDD to ensure fix, replacement and upgrades.

6.3 Stocks / Materials

Is the post personally accountable for materials / items of stock (including evidential material)? If yes please indicate the type and approximate value and the nature of accountability.

Type and approximate average value of materials / stock (held at any one time)	Nature of accountability Indicate whether this is continuous or shared with others

Forensic Consumables – Circa £300K	Accountable with all of ESD SLT to ensure appropriate governance and spend.
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6.4 Buildings

Is the post personally accountable for the proper use and safekeeping of buildings? If yes please indicate the type of building(s) concerned and the nature of the accountability

Type of Building	Nature of accountability Indicate whether this is continuous or shared with others
N/A	

7. Work Demands

The impact of deadlines, interruptions, changes in priorities and resource conflicts on the post.

7.1 Work Plan

How is the post's work planned?

Work is generated by force priorities set out by Chief Officer team and Force Control Strategy. These are directed and managed through various governance meetings where performance and compliance are monitored, and feedback is provided. This may result in a change of priorities and deadlines for the post holder/ESD Services.

7.2 Interruptions / Changes to the work plan

How often is the planned work of the post subject to interruptions and/or changes? Give examples, identifying the cause of the interruption, the nature of it (e.g. is it a single or diverse range) and the frequency with which it occurs.

Interruptions to daily business may be encountered when unexpected/critical incidents occur which require a change of plans in terms of resources and therefore reducing service delivery in other areas. This is not expected to be a regular occurrence.

7.3 Deadlines

Is the work of the post subject to deadlines? If yes please give examples and the frequency with which they occur.

Regular deadlines expected from the post holder connected to force governance meetings mostly on a monthly basis. There will also be deadlines in relation to other inspections carried out within Scientific services for example UKAS accreditation or HMICFRS

7.4 Conflicting Priorities / Resource Needs

Does the post have to RESOLVE situations where there are conflicting priorities / resource needs? If yes give examples of situations the post encounters and explain how the post resolves them. Indicate how frequently these situations occur.

Yes, it is envisaged that this will occur frequently, and decisions will be necessary to prioritise incoming demands with appropriate staffing levels ensuring no discernible impact on service.

8. Physical Demands

The amount and continuity of physical effort required doing the job.

8.1 Type and Frequency of Physical Demand

Please indicate the type, frequency and duration of any physically demanding activity that is a requirement of the post.

Type of Physically demanding activity (e.g. standing, walking, lifting, cleaning)	Frequency and duration (e.g. 2 hours every day)
N/A	

8.2 Use of IT Equipment

Does the post require the use of IT equipment above and beyond the use of standard issue GMP laptops and mobile telecommunications devices? If yes please indicate the nature and level of usage.

Nature of usage (e.g. spreadsheets, data entry)	Level of usage (e.g. 2 hours every day)
Specialist IT recovery / compilation and management software	4

9. Working Conditions

9.1 Normal Place of Work

Indicate the post's normal place(s) of work (e.g. office, client's house, workshop etc). Where more than one place is specified please indicate the relative time spent in each.

Office based.

9.2 Disagreeable Conditions

Is the post exposed to any disagreeable conditions (e.g. working outside, noise, dirt etc)?

If yes please indicate the type of condition below and the frequency and duration of exposure.

Nature of condition (e.g. noise, working outside)	Level of exposure (e.g. 2 hours every day)
N/A	

10. Work Context

10.1 Potential Risk to Personal Health or Safety

Is there any potential risk to personal safety, illness, health (either physical or psychological)? If yes please give examples stating who or what poses the potential risk and the frequency of exposure.

Nature of risk	Frequency of Exposure
Exposure to distressing imaging as part of regular work	Case dependent but likely to be weekly.

If the post involves contact with the public or clients can the post holder call on the immediate support of other members of staff? Please give examples.

Yes – wider SLT support available during office hours.

11. Knowledge and Skill

This factor measures knowledge and skills, in their broadest sense, in relation to the work or discipline required by any job covered by the Scheme, and which are necessary for the competent performance of the full duties and responsibilities of the job.

11.1 Type of Knowledge and Skill

What type of knowledge and skill is required in order to perform the duties of the post? Indicate also the depth of knowledge/skill required in each.

These may include technical, professional, operational or specialist disciplines as well as caring, interpersonal, literacy and linguistic skills, diplomacy, sensitivity, tact, dexterity, numeracy, knowledge of equipment and machinery, operational techniques, concepts, theories, procedures, and communications and management skills.

Type of Knowledge / Skill	Depth of knowledge / skill (e.g. Basic knowledge, Working knowledge, council expert)
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Refer to Person Spec of JD	
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11.2 Most Important Areas of Knowledge

From the above list give the two/three most important. Please give specific work examples to explain what is delivered in the job by an effective application of these two or three types of knowledge/skill

Scientific investigations
Scientific techniques
Health and safety regs
Quality and compliance regs
Operations contingencies
Response to critical/major incidents
Police officer / police staff conditions of service
HR and Welfare policies

11.3 Experience

Describe the type of experience required to do the job (e.g. domestic/non-work environment/voluntary work/academic work/other).

Refer to JD

GREATER MANCHESTER POLICE

JOB DESCRIPTION

POST TITLE:	Examinations Manager
DEPARTMENT/DIVISION/BRANCH:	Evidential, Scientific and Digital Services (ESD)
SECTION/UNIT:	Evidential Services
GRADE:	Proposed M
RESPONSIBLE TO:	Head of Scientific Services
RESPONSIBLE FOR:	Forensic Fingerprint Reporting & Submissions Associated Identification Marks and Impressions Reporting and Submissions Forensic Lab Reporting & Submissions
AIM OF JOB:	To ensure the provision of effective, efficient and comprehensive Fingerprint, Marks Identification and Forensic Lab submissions services to the Force. To ensure the provision of effective Quality and Compliance Standards and processes across the Branch as directed by the Head of ESD. To lead and promote performance improvement in the Branch and performance development in support of the business needs of the branch.

MAIN DUTIES AND RESPONSIBILITIES

- To undertake the operational day-to-day management of Fingerprint and local ESD laboratory staff assuming responsibility for staffing and other relevant issues.
- Responsible for the management of individuals and teams at all levels within the ESD and in particular within the Fingerprint and local ESD laboratory staff. Ensure overall effectiveness of staff welfare needs, performance, development and training of staff.
- Measure the effectiveness of the Fingerprint and local ESD laboratory staff in its contribution to the investigation and detection of volume, serious and major crime, ensuring that the Forces priorities, risk, harm and threat are adhered to.
- Carry out recruitment and selection of staff, management of sickness, capability, discipline, grievance, welfare, recognise achievements of teams and individuals including preparation of support plans where necessary. To undertake administration functions using IT applications where necessary.
- To support and develop supervisors (and other staff as appropriate) with regards to their individual needs. Mentor supervisors in relation to their technical area of business and in relation to leadership styles and all other areas of where necessary.
- To provide support, advice and assistance to staff when required, enabling them to carry out their duties in the most appropriate and efficient manner.
- Support staff throughout ESD in understanding the measures in place throughout the forensic system and to ensure continuous improvement in service delivery.
- Promote and deliver change in a positive manner ensuring appropriate communication and support is provided to individuals throughout.
- Advise Senior Investigating Officers, District Leadership Teams, Territorial Commanders and Force Command on forensic matters concerning serious, major and volume crime. Attend meetings with relevant parties including outside agencies to address and resolve any issues, devise and provide bespoke services to meet operational requirements.
- Attend meetings, project groups, training sessions and external conferences, to represent ESD and give presentations on forensic related matters.
- Lead, motivate and inspire individuals and teams. Lead them through change and ensure that supervisors approach change with a positive manner.
- Monitor the Dip Sampling process throughout FIS, liaising with the Case Review Manager to maintain quality standards and ensure that any identified non-conformances are investigated and resolved within the appropriate forensic accreditation and certification requirements procedures, ensuring the integrity of all intelligence originating from forensic identifications prior to release to investigators.
- Develop the training provision of appropriate units by liaising with the Procedural Standards Unit, reviewing courses in line with local and National requirements and maintaining GMP's lead in respect of recruitment, career progression and continuous professional development.
- To undertake a managerial role in the coordination of ESD response to a Major disaster, ensuring the timely and effective deployment of staff and resources to support a temporary mortuary.
- Have responsibility for ensuring all members of ESD Disaster Team are appropriately trained and prepared for deployment to incidents at both local and National level.
- Support and develop the management response to both Regional and National Counter Terrorist operations by acting as liaison point for ESD.

- Maintain a managerial responsibility for the Fingerprint Unit's Major Incident Section and act as liaison point for any Internal Investigation Unit enquiries, cold case reviews etc.
- Prepare revenue and capital bids and take responsibility for monitoring expenditure ensuring that value for money is achieved and that Force policy is adhered to.
- Liaise with other managers within ESD, senior district representatives and investigators to ensure that ESD have both the capacity and capability to react to the needs of the Force.
- Provide a proactive approach to the development of current and potential biometric identification systems/techniques by attending conferences and workshops, seminars, exhibitions etc, preparing business cases and budget bids to enhance the forensic identification capabilities of the Force.
- Maintain a close liaison with other forensic practitioners through membership of professional bodies, societies and committees both nationally and internationally for the benefit of advancing forensic identification services.
- Undertake the duties of Fingerprint Expert as required by providing the final check of certain fingerprint identification which have not been resolved after being considered within the Fingerprint Unit's Arbitration process.
- As a key member of the ESD management team, initiate research and project work in line with Branch, Departmental and force Business/Activity plans and objectives.
- To maintain awareness of Force and departmental policies and procedures communicated in various forms including, email, Force and Departmental orders, Force Intranet and written correspondence.

Project Management

- Manage projects aimed at improving efficiency, effectiveness and delivery of value for money, as detailed by Force and Branch priorities.

General

- To promote and comply with GMP's policies on health and safety both in the delivery of services and the treatment of others.
- Comply with and promote equality legislation and GMP's policies on diversity and equality. Take steps to eliminate unlawful discrimination, advance equality of opportunity and foster good relations.
- To fully participate in GMP's development review process.
- If you have responsibility for staff; to manage staff development, performance and attendance using appropriate GMP policy and procedure.
- To comply with the requirements of GMP's policies on Drug and Alcohol testing – requirements in respect of specific posts/ roles are described in the policies which are available on the Intranet/SharePoint.
- All staff and officers must adhere to and comply with Data Protection, Freedom of Information and Human Rights legislation and the Authorised Professional Practice (Information Management). It is the responsibility of all staff and officers to maintain data quality and security. Therefore when inputting, updating and using GMP information, you are to ensure that it is Accurate, Adequate, Relevant and Timely (AART), and that it is used / disclosed for business purposes only and kept secure. The most current guidance and advice in respect of compliance

with the legislation and information / records management standards can be found on the Information Management Intranet site/Information Services SharePoint site.

- Supervisors and managers have the additional responsibility of ensuring that staff undertake the appropriate training and fully understand and apply the required Force policy, procedures and information / records management standards in the course of their duties. Supervisors and managers should ensure that staff / officers understand their responsibilities in maintaining data quality and security and have appropriate processes in place to monitor compliance.
- To promote and comply with Business Continuity Management as it affects GMP in relation to planning and service delivery in compliance with the Civil Contingencies Act.
- To carry out such other duties which are consistent with the nature, responsibilities and grading of the post.

Forensic Specific

- Enforce compliance with ISO accreditation standards and internal procedures to ensure that established ISO quality and process procedures are being followed by the appropriate personnel at all times.
- Ensure quality standards within ESD are maintained, including staff competence, and that any identified corrective or preventive actions are investigated and resolved.
- Monitor and evaluate the effectiveness of the Quality Management System and improvement programmes.

NOTES

This job description records the principal responsibilities of the job at the date shown. The job description will be updated from time to time in conjunction with the post holders to reflect changes.

Please note that we will consider making reasonable adjustments to the above, in line with the Equality Act.

The most up to date version of various GMP policies and pieces of legislation can be found on the Intranet/ SharePoint.

Further support and guidance can be sought from the HR Advisory Service or the Information Compliance and Records Management Unit. The most up to date telephone numbers are available on the GMP Intranet.

LEADERSHIP EXPECTATIONS

The Leadership Expectations is a framework, which describes the attributes, behaviours, and outcomes that are demonstrated by successful leaders across GMP. They also describe what all our staff and officers need to deliver in order to achieve the Force's vision "Protecting society and keeping people safe"

The Leadership Expectations will be embedded in leadership training, recruitment and selection, police officer promotion, development programmes and appraisal.

Our Leadership Expectations are:

Inspiring Others

Listening to, involving and motivating others to take action and behave with courage and integrity

Enabling Change and Improvement

Taking responsibility to solve problems, implement change and make improvements to our services

Developing Yourself and Others

Developing yourself and others to succeed and increase their contribution to GMP

Responsibility for/to the Team

Setting a clear direction and promoting teamwork to achieve high standards of professionalism and performance in all situations however challenging

Working in Partnership

Working as one GMP team and with external partners to achieve results that benefit GMP and our communities

Demonstrating Respect and Compassion

Treating all our people, partners and communities with respect and compassion

Service Delivery

Delivering excellent policing services to the people of Greater Manchester

Leaders have been identified at four levels:

- Peer
- First
- Middle
- Senior

The **Examinations Manager** has been identified as: **A Senior Leader**

Please Note: As well as assessing candidates against criteria outlined in the Person Specification, the selection process will also include candidate assessment of the leadership expectations.

For more information on our leadership expectations please visit our website

www.gmp-recruitment.co.uk

PERSON SPECIFICATION
Examinations Manager
Evidential, Scientific and Digital Services (ESD)

Short-Listing Criteria	Essential/ Desirable (E/D)	Assessment of Criteria (how the shortlisting criteria will be assessed)
Qualifications/Education Degree, Durham University Diploma in Scientific Support Skills or equivalent recognised professional qualification.	E	AF/C
Fingerprint expert with detailed knowledge of all aspects of the fingerprint field. Knowledge of computers and associated Health and Safety legislation and recent developments in fingerprint techniques. Comprehensive knowledge of AFIS technology, its application and uses. Knowledge of Quality Management Systems and the process of external accreditation. Knowledge of legislation relating to the taking and retention of forensic samples for the purpose of identification. Have proven ability in all aspects relating to the management and supervision of staff. Have proven ability in all aspects of performance management. Ability to write complex reports, make presentations and discuss relevant issues with other agencies. Ability to source and utilise new technologies to further improve the effective and efficient provision of a forensic identification service. Ability to assess, decide/resolve issues logically and objectively. Have the ability to manage a variety of different projects/issues at any given time and possess the resilience/aptitude to modify plans/ assess priorities at short notice according to the requirements of the service.	E E E E E E E E E E E	AF/I AF/I AF/I AF/I AF/I AF/I AF/I AF/I AF/I AF/I AF/I

Aptitude for proactive management, strategic thinking etc.	E	AF/I
Monitored budgets, controlled stock and equipment and conversant with Health and Safety principals and practices.	D	AF/I
Consulted with senior managers, home Office other forces and outside agencies.	D	AF/I
TRAINING/EXPERIENCE REQUIRED		
Worked as a fingerprint expert within a recognised bureau.	E	AF/I
National Register of Fingerprint Experts.	E	AF/I
Registered with the Council for the Registration of Forensic Practitioners (CRFP).	E	AF/I
Successfully completed a recognised management course.	D	AF/I
Other		
Has achieved a good attendance record.	E	AF/I
Able and willing to participate in an on-call rota as dictated by ESD requirements.	E	AF/I
Full UK driving licence and vehicle user/owner.	E	AF/I
Prepared to attend Crime scenes / major incidents and provide a coordinating role within a temporary mortuary situation.	E	AF/I
As a condition of being appointed to this post an individual will be required to provide a sample of their Biometric material. These samples may be searched against National Databases to assist in the elimination of identified samples recovered from crime scenes.	E	AF/I

- Candidates who do not demonstrate on the application form, criteria assessed at eligibility stage (E), may not be considered for short-listing.
- Candidates who do not demonstrate on the application form, criteria identified as essential and being assessed at application form (AF), may not be shortlisted.
- All essential criteria above will also be discussed in GMP's - development review process.
- The desirable criteria marked with an asterisk will be desirable at selection stage but will become essential once in post and will be discussed in the development review process.

- A good attendance record will be assessed in accordance with current guidelines. For recruitment purposes this can only legally occur following a provisional offer, at which stage the offer can be rescinded. Consideration will be given to Disability related absence/maternity related absence in line with current guidelines.

CONFIDENTIAL

Post:

Head of Digital Services

Branch:

Evidential, Scientific and Digital Services

Ref Number:

2084s

Factor	Factor Level	Points	Rationale
Supervision / Management	541	88	The responsibility for staff has not changed dramatically from the previous version. The panel did talk about matching this with the Scientific Services role; however, there would be no change to grade and the Scientific Services Head as a wider remit and more staff
Creativity & Innovation	6	88	The JD was strong in terms of policy development and budget management. They are the senior expert providing advice and in relation to writing policy. Undertaking important research and collaboration.
Contacts & Relationship	6	110	██████ thought that they do have the authority to act on behalf of GMP - but what are they negotiating?? JEQ states that this is quarterly and at the direction of the Ch Sup - my question is that CR is not their bread and butter but part of their role, unlike the Head of Procurement who does this all the time. ██████ stated that the post holder will be negotiating time used on systems which the panel believe is more coordination rather than negotiation. Panel agree 6 for CR.
Decisions - Discretion	6	100	subject matter expert and dealing with the implications of change - the conventions match the point about continually reviewing important policy.

████	████	████	████
541	541	████ wasn't clear on how the scoring worked for MoP	541
6	6	5	6
6	6	6	7
6	6	5	6

Decisions - Consequences	5	60	as above		5	5	4	5
Resources	1	10	██████████ confirmed that the role holder will not be handling exhibits.		1	1	1	1
Work Demands	5	40	██████████ stated that there is no difference between the workload demand of this role and that of the Head of Scientific Services. There is nothing to suggest that this should go down and as such the panel agreed on a 5		5	4	4	5
Physical Demands	1	6	N/A		1	1	1	1
Working Conditions	1	6	could this be a 2 because it mentions attending major crime scenes but how often? ██████████ confirmed that the post holder may visit crime scenes if there was a major incident but that this would not be a regular occurrence.		1	1	1	1
Work Context	2	16	The JD says that there is a risk to psychological safety		2	2	2	2
Knowledge & Skills	6	208	There wasn't a great deal of change in the person spec. Panel confirmed a 6 for KS.		6	6	6	6
Total	732							

Grade	N
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CONFIDENTIAL**L**

Post: Digital Services Manager
Evidential, Scientific and
Branch: Digital Services
Ref Number: 2107s

Important Notes	
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Factor	Factor Level	Points	Rationale	JEQ	Comparison n 1	Comparison n 2	Comparison n 3	Questions / Notes
Supervision / Management	541	88	Responsible for Digital Operations Managers x3 Responsible to Head of Digital Services 122 below and mix of staff and officers Different roles are located across the force.					

Creativity & Innovation	6	88	§ Support the Digital Operations Managers with operational digital, visual and audio forensic investigation issues including policy, procedure and technical advances. Make written proposals for operational development and take overall responsibility for the team's research into new techniques and emerging technologies that may assist in the development of an advanced digital, visual and audio forensic and investigation service. § Compile, assess and report management information in relation to the performance of all elements of Digital Services and ensure appropriate progress is made against previously agreed objectives. § Supporting the Digital Operations Managers and working with the Quality and Development Coordinator and individual supervisors within Digital Services to develop strategic plans and manage the technical requirements of					
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			accreditation in accordance with the Forensic Science Regulators Codes of Practice and ISO 17025, providing expertise and senior decision making. § Provide a proactive approach to the development of current and potential technical systems/techniques by attending conferences and workshops, seminars, exhibitions etc, preparing business cases and budget bids to enhance the digital forensic capabilities of Digital Services						
Contacts & Relationship	6	110	§ Liaise with GMP staff/officers, other agencies & senior management to advise them in relation to best practice and procedures for investigating digital, visual, audio and electronic devices in accordance with nationally agreed protocols, law, legislations and the ACPO (Association of Chief Police Officers) Good Practice Guide for Digital Evidence. § Developing operational working relationships	Ability to brief external stakeholders such as, Forensic Regulator UKAS, CPS, HMIC and GMCA on matters of a critical or contentious nature, such as gross misconduct investigations and service malfunctions that may					

		with other Investigative Units within GMP in order to improve the Forces digital, visual and audio investigation capability. § Manage the resources of the Units in order to ensure that adequate services and equipment are available to assist in the detection of crime. § Attend court to give evidence, as required, in the capacity of a digital forensic investigation expert. § To undertake a managerial role in the coordination of Digital Services response to a major disaster or incident, ensuring the timely and effective deployment of staff and resources to support when appropriate any scene related requirements such as form a temporary digital forensic investigation lab conducting examinations on computers, mobile phones and other digital devices. § On occasions attend meetings as a Senior Forensic Advisor in relation to digital, visual,	impact on a large number of forensic investigations force wide.						
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			audio and electronic evidence, to advise on the recovery and recording of evidence to assist Senior Investigating Officers and other specialists in the investigation process.					
Decisions - Discretion	5	84	§ Promote and deliver change in a positive manner, ensuring appropriate communication and support is provided throughout. § To be overall responsible for evidence submitted to, recovered by or produced Digital Services and ensure that evidence is handled in an appropriate manner to ensure security, integrity and appropriate evidential standards of examination, optimising evidential opportunities at all stages. § Promote Value for	The post holder will require to attend and represent GMP on both regional and national meetings when directed by the ESD Head. This post may negotiate on behalf of GMP albeit in a supportive capacity to the Head of ESD and Chief Officers.				

			Money principals, initiatives and reviews which ensure that Digital Services functions are delivered in the most cost-effective and efficient manner. Ability to deliver objectives and make considered decisions under pressure.	Direction of advice and guidance will be dictated by national codes as set by Forensic Regulator (where work is accredited in that manner). Branch Leadership including the Chief Supt and Heads of Service can also provide wider guidance.				
Decisions - Consequences	4	48						
Resources	1	10						
Work Demands	4	32	Has the ability to manage a variety of different workloads, possessing the aptitude to modify plans and priorities.	Conflicting priorities occur frequently				

Physical Demands	1	6					
Working Conditions	1	6					
Work Context	2	16	§ To deal with serious or potentially disturbing material. Need more info around how often and difference between the areas				
Knowledge & Skills	6	208	Degree or worked in senior position Risk assessment Project Mgt R&S Set case strategies Legal system Negotiating & influencing skills Complex reports Develop and utilise new tech				
Total	696						
Grade	M						

CONFIDENTIAL

Post: Head of Digital Services
Evidential, Scientific and Digital
Branch: Services (ESD)
Ref Number: 2084s

Important Notes	
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Factor	Factor Level	Points	Rationale	Previous Scores	Comparison 1	Comparison 2	Comparison 3	Questions / Notes
Supervision / Management	541	88		541				
Creativity & Innovation	6	88	Policy development Budget Management Forcewide impact Senior expert	5				
Contacts & Relationship	6	110	Works directly with Senior Investigators to set case strategies Attends court to give evidence Represents Force at on Regional/National groups Stakeholder mgt Significant impact on Force	5				
Decisions - Discretion	6	100	Post has continuing responsibility for reviewing important policy, service practice and provision for whole Force Compliance, policy writing, SME Responsible for providing strategic direction to Force	5				
Decisions - Consequences	5	60	Decisions have major impact on service provision Managing implementation and dealing with implications	4				
Resources	1	10	Are they responsible for equipment? 2 not described in JD 1	2				
Work Demands	4	32	JEQ frequently changing priorities	4				
Physical Demands	1	6	None	1				

Working Conditions	1	6	Office based but does attend major crime scenes	1				
Work Context	2	16	Exposure to psychologically disturbing material? Crime scenes 'Deals with serious or potentially disturbing material'	2				
Knowledge & Skills	6	208	Ability to carry out work of a more complex nature which requires advanced/high level knowledge and skills across a range of specialist disciplines; specialist qualification, detailed/extensive knowledge, legislation and theories, business cases, change mgt, project mgt, budget mgt, policy development (Cyber crime, video, audio). Acts as Forces primary authority and Senior expert	6				
Total	724		676					
Grade	N		M					

CONFIDENTIAL

Post: Scene Attendance
Branch: Manager
Ref Number: 2105s

Important Notes	
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Factor	Factor Level	Points	Rationale	Previous Scores	Comparison 1	Comparison 2	Comparison 3	Questions / Notes
Supervision / Management	541	88	To lead and promote performance improvement in the Branch and performance development in support of the business needs of the branch. Managing over 50 people so 4 in the middle? Managing more than 1 group of people carrying out diverse tasks in the same general type of work. Forensic imagining Unit - so will they be managing the Snr Imaging Specialist or not (not as per the Str Chart) Dispersal of staff - will the staff he manages be based at Vestigo House or will or will they be based at diff locations?					
Creativity & Innovation	5	76	§ Provide strategic covert response to Level 2 and Serious and Organised Crime. § Manage CSIU, FCRU and FIU budget, monitor expenditure for overtime, equipment and consumables for all staff ensuring that expenditure falls within budget forecasts. Produce budget information and attend Branch Resources Review Group meetings. § Evaluate new products and equipment to ensure value for money and fit for purpose items are secured. § Analyse, interpret, prepare and present complex data using appropriate IT systems i.e. Excel for use by Force, Divisional and Senior Leaders. - Prepare reports for Snr Managements. § Manage projects aimed at improving efficiency, effectiveness and delivery of value for money, as detailed by Force and Branch priorities. - Manage not support. Experience of change management and delivery E Also points on JEQ like First line responsibility for complex and multiple scenes involving scientific evidence relating to a serious or major incident. + others Policy review ? How far does the person do this? - could it be a 6?					
Contacts & Relationship	6	110	§ Attend meetings, project groups, training sessions and external conferences, to represent Forensic Services and give presentations on forensic related matters and collision reconstruction. Ability to write complex reports, make presentations and discuss relevant issues with other agencies. negotiate on behalf of GMP - Negotiating what? JEQ - This post may negotiate on behalf of GMP albeit in a supportive capacity to the Head of ESD and Chief Officers. matters of a critical or contentious nature Could be a 6.					

Decisions - Discretion	5	84	As per the JE Scheme & JEQ.						
Decisions - Consequences	4	48	As per the JE Scheme & JEQ.						
Resources	1	10	No physical items.						
Work Demands	4	32	Frequent changes - management of departments/resources.						
Physical Demands	1	6							
Working Conditions	1	6	2? How often would they attend scenes? Is it only major scenes? JD - § Carry out forensic inspections, reconstructions and imaging assessments at major crime or collision scenes.						
Work Context	1	8	2? Again how often do they attend scenes? Trauma?						
Knowledge & Skills	6	208	7? Is it enough to be a7? To lead and promote performance improvement in the Branch and performance development in support of the business needs of the branch. Managing 3 people? Managing more than 1 group of people carrying out diverse tasks in the same general type of work.						
Total	676								
Grade	M								

CONFIDENTIAL

Post: Performance and Quality
Compliance Manager
Evidential, Scientific and Digital
Branch: Services
Ref 2106s
Number:

Important Notes	Minor changes to JD but indicates that branch is seeking an increase in grade. Asked to evaluate from Scratch. ESD = Evidential, Scientific and Digital Services. SOP = Standard Operating Procedures.
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Factor	Factor Level	Points	Rationale	Previous Scores	Comparison 1	Comparison 2	Comparison 3	Questions / Notes
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Supervision / Management	531	82	FACTOR 1 = LEVEL 5 Multiple Groups = Yes (Two Teams, Staff and Officer) Diverse Tasks = Yes, feel that biometric submissions and performance development are distinct areas. Wide Range of Different Activities = No, feel range not wide enough. Projects = Involved in projects as a Senior Stakeholder role for awareness and advice to any project teams. FACTOR 2 (NUMBERS) = LEVEL 3 Ops Supervisor for two teams; - Performance, Quality and Compliance Team (24.5 Staff inc. Officers) - CSI Tasking Team (19 Staff inc. Officers) $24.5 + 19 = 43.5$ FACTOR 3 (DISPERSAL) = YES JEQ: Different roles are located across the force.						
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Creativity & Innovation	5	76	Main Purpose of Job: To ensure effective and efficient ESD submission processes including budget management / QA / compliance. To lead on the development of innovative performance products, and performance improvement. JEQ: Assist SLT to; Ensure GMP remains at the forefront of scientific techniques / processes, ensure GMP remains competitive, ensure GMP significantly contributes to national direction. Lack of specific examples in the JEQ re: what they will be doing to achieve these goals, making it difficult to determine the extent of creativity. One given example is; 'interpreting local/naitonal guidelines and working with stakeholders to develop systems and procedures to ensure compliance / improvements'. Range of potential imaginative solutions; Makes decisions on; Contributing to national decisions on the direction of scientific service. Interpreting Local / National Guidelines (& Changes To), working with stakeholders to develop systems / procedures. Developing Performance Framework / Products (described as Innovative).					Panel confirmed 5
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		Implement and Develop ESD Learning & Development Records/Archive System in order to Manage On-Going Specialist / Technical Development of Staff. Contingency planning for major issues. Provisionally scored a 5, as I feel that a role at this level will have a high degree of problem solving and have some autonomy to devise solutions (perhaps by horizon scanning, producing business cases, developing and implementing improvements), but ideally I'd like some examples to increase confidence in this score.					
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Contacts & Relationship	6	110	JEQ: Ability to brief external stakeholders such as, Forensic Regulator UKAS, CPS, HMIC and GMCA on matters of a critical or contentious nature, such as gross misconduct investigations and service malfunctions that may impact on a large number of forensic investigations force wide. JEQ: The post holder will require to attend and represent GMP on both regional and national meetings when directed by the ESD Head. JEQ: This post may negotiate on behalf of GMP albeit in a supportive capacity to the Head of ESD and Chief Officers.					
Decisions - Discretion	5	84	Via the postholder's work on developing performance framework / products (and specifically alongside managing the ESD submission service) etc. they appear to have a major responsibility for monitoring service practice, making recommendations for change and managing implementation. This will have a major impact (specially, an impact on the processing of evidence ultimately affecting the progression of justice)? Therefore felt a 5 and 4 was appropriate for this role. - To oversee the evaluation of proposed submissions, making recommendations and providing a signed authorisation where					

			required. In all cases considering effectiveness, evidential value, cost effectiveness and timeliness and where necessary staging submissions. Makes decisions / recommendations on; Appropriate and updated scientific techniques Contributing to national decisions on the direction of scientific services Staffing matters – sickness and welfare issues Overall direction of complex investigation Health and Safety and Estates issues that may arise						
Decisions - Consequences	4	48							
Resources	1	10	Note: budget responsibility not scored here, and postholder not expected to be the keyholder re: keeping specialist IT equipment secure. However, postholder appears to be responsible for the proper use and safekeeping of forensic consumables? Need to query / clarify this?						

Work Demands	4	32	Comparable with LEVEL 4 of scheme. Changes to change of priorities and deadlines managed via governance meetings. Regular monthly deadlines cited. Interruptions to daily business due to unexpected / critical incidents "not expected to be a regular occurrence". However, regularly conflicting priorities / resourcing issues.				
Physical Demands	1	6	No heightened physical demands.				
Working Conditions	1	6	Office based role.				
Work Context	1	8	No heightened health risks cited.				

Knowledge & Skills	5	176					JEQ: Most Important Areas of Knowledge; Scientific investigations Scientific techniques Health and safety regs Quality and compliance regs Operations contingencies Response to critical/major incidents Police officer / police staff conditions of service HR and Welfare policies
Total	638						
Grade	L						

CONFIDENTIAL

Post: Digital Services
Manager
Evidential,
Scientific and
Branch: Digital Services
Ref Number: 2107s

Important Notes	
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Factor	Factor Level	Points	Rationale	Previous Scores	Comparison 1	Comparison 2	Comparison 3	Questions / Notes
Supervision / Management	541	88	No evidence of 'wide range of different activities', all related to digital forensics. Dispersal score would apply if remains at factor level 5					
Creativity & Innovation	6	88	JEQ and JD sets out requirements for innovation clearly and clear this is a constantly evolving area.					
Contacts & Relationship	6	110	Could be 6 or 7 for me. I think JD swings between operational and strategic Range of stakeholders from national to other internal GMP investigative roles					
Decisions - Discretion	5	84	Mixture of operational/strategic. Direction of investigations, implications of this. Also feeding into national policy/procedures, but making decisions within those contexts too.					
Decisions - Consequences	4	48	Could have consequences beyond GMP. Impacts for victims and investigations					
Resources	1	10	Hard to score this one, as says responsible alongside other SLT. Need to understand exactly what this role would be accountable for?					
Work Demands	4	32	No evidence to warrant a higher score, e.g. no daily changes to demand? Mentions critical incidents not being a regular occurrence scored 4					

Physical Demands	1	6	Normal physical demands						
Working Conditions	1	6	Normal office conditions						
Work Context	2	16	Regular exposure to distressing images						
Knowledge & Skills	6	208	Complex nature with advanced knowledge and skills in one specialist discipline						
Total	696								
Grade	M								

CONFIDENTIAL

Post: Head of Digital Services
Evidential, Scientific and Digital
Branch: Services (ESD)
Ref Number: 2084s

Important Notes	
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Factor	Factor Level	Points	Rationale	Previous Scores	Comparison 1	Comparison 2	Comparison 3	Questions / Notes
Supervision / Management	541	88		541				
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Total	724		676					
Grade	N		M					

CONFIDENTIAL

Post: Scene Attendance
Branch: Manager
Ref Number: 2105s

Important Notes	
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Factor	Factor Level	Points	Rationale	Previous Scores	Comparison 1	Comparison 2	Comparison 3	Questions / Notes
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Contacts & Relationship	6	110	§ Attend meetings, project groups, training sessions and external conferences, to represent Forensic Services and give presentations on forensic related matters and collision reconstruction. Ability to write complex reports, make presentations and discuss relevant issues with other agencies. negotiate on behalf of GMP - Negotiating what? JEQ - This post may negotiate on behalf of GMP albeit in a supportive capacity to the Head of ESD and Chief Officers. matters of a critical or contentious nature Could be a 6.					

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Total	676								
Grade	M								

CONFIDENTIAL

Post: Performance and Quality
Compliance Manager
Evidential, Scientific and Digital
Branch: Services
Ref 2106s
Number:

Important Notes	Minor changes to JD but indicates that branch is seeking an increase in grade. Asked to evaluate from Scratch. ESD = Evidential, Scientific and Digital Services. SOP = Standard Operating Procedures.
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Decisions - Consequences	4	48							
Resources	1	10	Note: budget responsibility not scored here, and postholder not expected to be the keyholder re: keeping specialist IT equipment secure. However, postholder appears to be responsible for the proper use and safekeeping of forensic consumables? Need to query / clarify this?						

Work Demands	4	32	Comparable with LEVEL 4 of scheme. Changes to change of priorities and deadlines managed via governance meetings. Regular monthly deadlines cited. Interruptions to daily business due to unexpected / critical incidents "not expected to be a regular occurrence". However, regularly conflicting priorities / resourcing issues.				
Physical Demands	1	6	No heightened physical demands.				
Working Conditions	1	6	Office based role.				
Work Context	1	8	No heightened health risks cited.				

Knowledge & Skills	5	176					JEQ: Most Important Areas of Knowledge; Scientific investigations Scientific techniques Health and safety regs Quality and compliance regs Operations contingencies Response to critical/major incidents Police officer / police staff conditions of service HR and Welfare policies
Total	638						
Grade	L						

CONFIDENTIAL

Post: Digital Services
Manager
Evidential,
Scientific and
Branch: Digital Services
Ref Number: 2107s

Important Notes	
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Factor	Factor Level	Points	Rationale	Previous Scores	Comparison 1	Comparison 2	Comparison 3	Questions / Notes
Supervision / Management	541	88	No evidence of 'wide range of different activities', all related to digital forensics. Dispersal score would apply if remains at factor level 5					
Creativity & Innovation	6	88	JEQ and JD sets out requirements for innovation clearly and clear this is a constantly evolving area.					
Contacts & Relationship	6	110	Could be 6 or 7 for me. I think JD swings between operational and strategic Range of stakeholders from national to other internal GMP investigative roles					
Decisions - Discretion	5	84	Mixture of operational/strategic. Direction of investigations, implications of this. Also feeding into national policy/procedures, but making decisions within those contexts too.					
Decisions - Consequences	4	48	Could have consequences beyond GMP. Impacts for victims and investigations					
Resources	1	10	Hard to score this one, as says responsible alongside other SLT. Need to understand exactly what this role would be accountable for?					
Work Demands	4	32	No evidence to warrant a higher score, e.g. no daily changes to demand? Mentions critical incidents not being a regular occurrence scored 4					

Physical Demands	1	6	Normal physical demands						
Working Conditions	1	6	Normal office conditions						
Work Context	2	16	Regular exposure to distressing images						
Knowledge & Skills	6	208	Complex nature with advanced knowledge and skills in one specialist discipline						
Total	696								
Grade	M								

CONFIDENTIAL

Post: Examinations Manager
Evidential, Scientific and Digital
Branch: Services
Ref Number: 2109s

Important Notes	Person Specs headings Both JEQs are identical.
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Factor	Factor Level	Points	Rationale	Previous Scores	Comparison 1	Comparison 2	Comparison 3	Questions / Notes
Supervision / Management	541	88	531?					
Creativity & Innovation	5	76	§ Develop the training provision of appropriate units by liaising with the Procedural Standards Unit, reviewing courses in line with local and National requirements and maintaining GMP's lead in respect of recruitment, career progression and continuous professional development. § Prepare revenue and capital bids and take responsibility for monitoring expenditure ensuring that value for money is achieved and that Force policy is adhered to. § Provide a proactive approach to the development of current and potential biometric identification systems/techniques by attending conferences and workshops, seminars, exhibitions etc, preparing business cases and budget bids to enhance the forensic identification capabilities of the Force.					
Contacts & Relationship	6	110	§ Attend meetings, project groups, training sessions and external conferences, to represent ESD and give presentations on forensic related matters. § Support and develop the management response to both Regional and National Counter Terrorist operations by acting as liaison point for ESD. § Maintain a managerial responsibility for the Fingerprint Unit's Major Incident Section and act as liaison point for any Internal Investigation Unit enquiries, cold case reviews etc.					

Decisions - Discretion	5	84							
Decisions - Consequences	4	48							
Resources	1	10							
Work Demands	4	32	§ Responsible for the overall decisions regarding deployment of CSIU, FCRU and FIU staff force wide, ensuring appropriate deployment of staff in line with force priorities during times of unusual workload and when major incidents arise in the force area.						
Physical Demands	1	6							
Working Conditions	1	6							
Work Context	1	8							
Knowledge & Skills	6	208	7? JEQ same as 2105o						
Total	676								
Grade	M								

CONFIDENTIAL

Post: Head of Digital
Services
Forensic
Service
Department
Branch: (FSD)
Ref Number: 2084s

Important Notes	
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Factor	Factor Level	Points	Rationale	Previous Scores	Comparison 1	Comparison 2	Comparison 3	Questions / Notes
Supervision / Management	641	100	Responsible for over 130 staff who are dispersed across the force. They have to maintain overall management and control of staff within the unit/s and are responsible for the development and welfare of staff across Digital Services. Only higher role is Ch Supt who is an officer.	541				Element in JEQ missing from JD - "To maintain overall management and control of personnel working within the Units"
Creativity & Innovation	5	76	They are required to research, develop and implement new policies but these are in line with directives set by the head of ESD services and nationally agreed protocols. As the forces primary authority /senior expert on digital forensics & technical investigation issues they must undertake research into new techniques but not creating their own.	5				Was this a 6? <i>Working at a corporate level. Policies are Force wide at this level (equal Council to Force). Not limited by precedent.</i>
Contacts & Relationship	8	146	They are representing the force on regional and national groups when required, however, on the JEQ this is listed as only quarterly. They must maintain effective working relationships with stakeholders external to GMP, as well as other Heads of service and senior IS branch colleagues. Contact & Relationships are mostly strategic.	5				Represent the force on regional and national groups in JD, could this be an 8 as <i>Senior Management/ top professional advisers, involvement in negotiation on behalf of the Force</i> or as there is a Chief Super above them maybe not?
Decisions - Discretion	6	100	Decisions impact service and potentially other services under ESD, but not the whole force. Role is increasingly involved in making strategic level decisions. There is some	5				Updated JD clarifies that they are LEADING the service

			contribution to national decisions but on the direction of the Branch Head. Can rely on advice from Ch Supt when necessary.					
Decisions - Consequences	5	60	Decisions will have major impact on service provisions as the Head of service. Decisions will also impact victims, public, and other branches/districts but not in a major capacity. There is a risk of an incorrect decision resulting in a loss of evidence and public confidence being reduced and reduced criminal justice outcomes. Consequences are felt on the delivery of services.	4				Undertake and manage force and NATIONAL level projects - so decisions have further reaching consequences
Resources	1	10	Little or no responsibility, if we were to take laptop, phone, uniform as a force standard. Nothing stated on JEQ. Does the budget count? (2 if budget management is required)	2				
Work Demands	4	32	As the Head of service, the role has the responsibility for managing demands of several distinct streams/work programmes covering a wide range of tasks. The amount of teams this role covers means there will be frequently changing circumstances and conflicting priorities. This also includes ensuring to meet Force priorities and deadlines (monthly) and external deadlines such as UKAS and HMICFRS (less frequent). Interruptions to daily business may include unexpected/critical incidents (irregular) and changes in staffing levels (regular).	4				Was this a 5?
Physical Demands	1	6	Office based role, therefore little to no physical demands requiring normal physical effort.	1				
Working Conditions	1	6	Office based so conditions are not disagreeable.	1				
Work Context	2	16	Office based so there is a minimal risk to physical safety, however, the JD states the post holder must deal with serious or potentially disturbing material which is a risk to psychological	2				

			safety. There is also a responsibility to attend major crime scenes and incidents which could also risk safety. Overall, there are some risks but not enough to be moderate risk.					
Knowledge & Skills	6	208	Detailed, extensive and significant knowledge required as part of person specification in this specialist discipline, rather than across a range of disciplines. Similarly required signiaition management experience and budget management experience as well as ability to effectively manage a variety of different projects at any given time.	6				SME
Total	760		676					
Grade	N		M					

CONFIDENTIAL

Post: Performance and Quality
Compliance Manager
Evidential, Scientific and
Branch: Digital Services
Ref Number: 2106s

Important Notes	K
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Factor	Factor Level	Points	Rationale	Previous Scores
Supervision / Management	531	82	A 'Senior Leader' Responsible for 42.5 FTE staff, including some that are dispersed across the force. Has responsibility for all ESD submissions and for developing and maintaining an efficient and effective centralised submissions team.	
Creativity & Innovation	5	76	They work within national and local guidelines but lead on developing the performance framework, therefore creativity is a feature of the job but not essential/used daily. Problem solving is used mainly within staff resourcing. They assist the head of service in interpreting guidelines and support them in developing systems and procedures that are compliant with these.	
Contacts & Relationship	6	110	Some matters are likely contentious or complex requiring support as they are responsible for providing advice to staff when required and working with other department heads on resourcing, performance, welfare and other ESD priorities. Also provides advice/direction to other internal leaders when required and collaborates with national & Regional ESD services. Complex issues tend to be with resourcing and performance. Also briefs external stakeholders on GM investigations and service malfunctions that may impact on a large number of forensic investigations force wide.	
Decisions - Discretion	5	84	This post sets the standards of work in this area. Leads to changes in important procedure. Decides/makes recommendations on appropriate/updated scientific techniques and contributes to national decisions. Makes decisions on resourcing/staffing, overall direction of complex investigations and health and safety or estate issues that may arise. Direction of advice/guidance is dictated by national codes and there is also escalation to Supt & Chief Supt.	

Comparison 1	Comparison 2	Comparison 3

Questions / Notes
Not a lot of detail about supervision responsibilities. Was torn between 431 or 531, went with 531 due to being a senior manager.
Supporting role in creativity. Could be pushed to a 5 considering their LM is an officer.
Is this enough for implications to be 'significant' and change the nature of the whole service? Again, between 5/6. (6 and 2 Resources = L)
Decisions affect whole of GMP (conventions) so not enough to be a 6.

Decisions - Consequences	4	48	Responsible for ensuring GMP's compliance with national regulatory codes and ensuring the forensic provision provided by all units meets the needs of the judicial processes supported. Decisions on appropriate and updated scientific techniques impact victims, public and other parts of the force long term. Staffing matters impact the teams in the department.					Decisions not enough to have a major impact on service provision/public etc.
Resources	1	10	Specialist IT equipment (shared responsibility with ITDD to ensure fix, replacement and upgrades). Responsibility for forensic consumables along with the rest of ESD SLT on governance and spend. However, not personally responsible or using/handling the items.					Budget doesn't count as a resource. Is overarching responsibility of governance for equipment and materials enough to earn points? Mentions 'with all of ESD ALT' but with Heads of Service we scored a 1 as they weren't handling/using the items.
Work Demands	4	32	There are regular force deadlines and also deadlines in relation to other inspections e.g. UKAS or HMIC. Work is generated by force priorities and may result in a change of priorities and deadlines for the post holder. Interruptions to daily business may be encountered when unexpected/critical incidents occur but this is not expected to be a regular occurrence.					(2 and 6 Contacts & Relationships = L) Supervisory responsibility for teams workload and responsible for resourcing problem solving. Changes in priority/demand are not frequent enough for a 3.
Physical Demands	1	6	None.					
Working Conditions	1	6	Office based.					
Work Context	1	8	No risks.					
Knowledge & Skills	5	176	High level knowledge in a specialist discipline (forensic science) and making recommendations. High level influencing and and communication skills as senior manager.					Not assistant director level or responsibility for a range (3 or more) of specialist disciplines - not enough to be a 7 (conventions)
Total	638							
Grade	L							

Head of Digital Services (Grade N)

Factor	Level	Points
Management of People	541	88
Creativity and Innovation	6	88
Contacts and Relationships	6	110
Decisions:	6	100
Decisions: Consequences	5	60
Resources	1	10
Work Demands	5	40
Physical Demands	1	6
Working Conditions	1	6
Work Context	2	16
Knowledge and Skill	6	208
Total Points		732
Grade		N

Log

■ looked at tracked changes to check they have been applied against the existing published version. They have, but there are a number of changes upon changes which make it difficult to see what is brand new to the role and what has been removed. Panel to bear this in mind.

11/04/2025: The panel members have met to conduct the initial evaluation of this role. The panel members have come to a good consensus regarding the majority of the factors; however, the JEQ was not particularly helpful general. ■ to speak with ■ regarding questions from the panel ■

22/04/2025: ■ tidied up JD ready in preparation for consultation. Will send to ■ (HR Change) once all others have been tidied up.

23/04/2025: The panel have reconvened to discuss the extra information from ■. The RES score has been settled on a 1 since ■ stated that the incumbent will not be handling exhibits, that is something that the team do but not them. The WCon score has also settled as a 1 because ■ stated that there may be occasions when the incumbent attends scenes (as stated in the JD/JEQ), but this will be "few and far between". It has been included in the JD because they don't want the incumbent to be able to op-out of attending scenes in necessary. The panel have decided on a 6 for the CR; although the person spec does ask the role holder to be negotiating and influencing, the example given was more around coordination than negotiation and on looking at other roles which scores a 7 for CR (eg Head of Procurement), those who score a 7 and much more involved in negotiation on a regular basis. ■

■ (a 6 or 7 for CR does not change the grade) - ■

23/04/25: ■ made some further updates to standard wording and then sent a copy of the JD to ■ for consultation purposes.

15/08/25: ■ has sent through a new version of this JD with track changes, there are no changes to the JEQ. ■ and ■ to discuss and the panel may need to reconvene – ■.

26/08/25: The panel had reconvened to hold a panel meeting. The changes to the JD are mainly around the post holder “leading” rather than “assisting”; however, when the initial panel meeting was held the panel scored the role as a senior leader (eg, they already scored 6 and 5 for DEC and DCON). As such the panel have not altered any of the scores at this time. The evaluation is now complete - [REDACTED].

27/08/25: The JD has been formatted and emailed to [REDACTED] – awaiting consultation – [REDACTED]

Digital Services Manager (Grade M)

Factor	Level	Points
Management of People	541	88
Creativity and Innovation	6	88
Contacts and Relationships	6	110
Decisions:	5	84
Decisions: Consequences	4	48
Resources	1	10
Work Demands	4	32
Physical Demands	1	6
Working Conditions	1	6
Work Context	2	16
Knowledge and Skill	6	208
Total Points		696
Grade		M

Log

11/07/2025: The initial panel meeting was held today and there was a general consensus over the factor scores. There are a few questions for the business area, including what specifically they see as the difference between this role, the role above, and the role below. The JEQ is the same for this role and then role below and all three roles manage the exact same people - [REDACTED].

17/07/25 – [REDACTED] has spoken with [REDACTED] regarding the questions from the panel members. [REDACTED] to reconvene the panel - [REDACTED]

31/07/2025: The panel have reconvened to discuss the further information from the business area. The context is now better understood in relation to this role the factor scores have been scored accordingly. The evaluation is now complete. - [REDACTED].

19/08/2025: We have received a new version of this JD based on the recommendations from the panel meeting that some work needed to be done on the person spec. The panel were happy that the KS scores would be different if the business area took on their recommendations. They have been uploaded to SP and the evaluation is complete – [REDACTED].

27/08/25: The JD has been formatted and emailed to [REDACTED] – awaiting consultation – [REDACTED]

Scene Attendance Manager (Grade M)

Factor	Level	Points
Management of People	541	88
Creativity and Innovation	5	76
Contacts and Relationships	6	110
Decisions:	5	84
Decisions: Consequences	4	48
Resources	1	10
Work Demands	4	32
Physical Demands	1	6
Working Conditions	1	6
Work Context	1	8
Knowledge and Skill	6	208
Total Points		676
Grade		M

Log

09/07/2025: The initial panel meeting was held today and there was generally a good consensus regarding the factor scores as the JEQ was quite good. There are a few questions concerning the PD, WCon, and WCxt to iron out with the business area. - [REDACTED].

17/07/25 - [REDACTED] has spoken with [REDACTED] regarding the questions from the panel members. [REDACTED] to reconvene the panel - [REDACTED].

31/07/2025: The panel have reconvened to discuss the further information from the business area. The context is now better understood in relation to this role the factor scores have been scored accordingly. The evaluation is now complete. - [REDACTED].

27/08/25: The JD has been formatted and emailed to [REDACTED] – awaiting consultation – [REDACTED].

Performance and Quality Compliance Manager (Grade L)

Factor	Level	Points
Management of People	531	82
Creativity and Innovation	5	76
Contacts and Relationships	6	110
Decisions:	5	84
Decisions: Consequences	4	48
Resources	1	10
Work Demands	4	32
Physical Demands	1	6
Working Conditions	1	6
Work Context	1	8
Knowledge and Skill	5	176
Total Points		638
Grade		L

Log

10/07/2025: The initial panel meeting was held today and there was generally a good consensus regarding the factor scores as the JEQ was quite good. The panel members would like some examples of CR and CI. - [REDACTED]

17/07/25 – [REDACTED] has spoken with [REDACTED] regarding the questions from the panel members. [REDACTED] to reconvene the panel - [REDACTED]

31/07/2025: The panel have reconvened to discuss the further information from the business area. The context is now better understood in relation to this role the factor scores have been scored accordingly. The evaluation is now complete. - [REDACTED].

27/08/25: The JD has been formatted and emailed to [REDACTED] – awaiting consultation – [REDACTED]

Examinations Manager (Grade L)

Factor	Level	Points
Management of People	531	82
Creativity and Innovation	5	76
Contacts and Relationships	6	110
Decisions:	5	84
Decisions: Consequences	4	48
Resources	1	10
Work Demands	4	32
Physical Demands	1	6
Working Conditions	1	6
Work Context	1	8
Knowledge and Skill	6	208
Total Points		670
Grade		L

Log

09/07/2025: The initial panel meeting was held today and there was generally a good consensus regarding the factor scores as the JEQ was quite good. We need to check the MoP as the number of staff currently adds up to 44.5 but there are two roles on the structure chart which do not contain staff numbers. There are a few questions concerning the PD, WCon, and WCxt to iron out with the business area. - [REDACTED].

17/07/25 – [REDACTED] has spoken with [REDACTED] regarding the questions from the panel members. [REDACTED] to reconvene the panel - [REDACTED]

31/07/2025: The panel have reconvened to discuss the further information from the business area. The context is now better understood in relation to this role the factor scores have been scored accordingly. The evaluation is now complete. - [REDACTED].

27/08/25: The JD has been formatted and emailed to [REDACTED] – awaiting consultation – [REDACTED]