



Quality Manager and Accreditation Lead

Role Profile

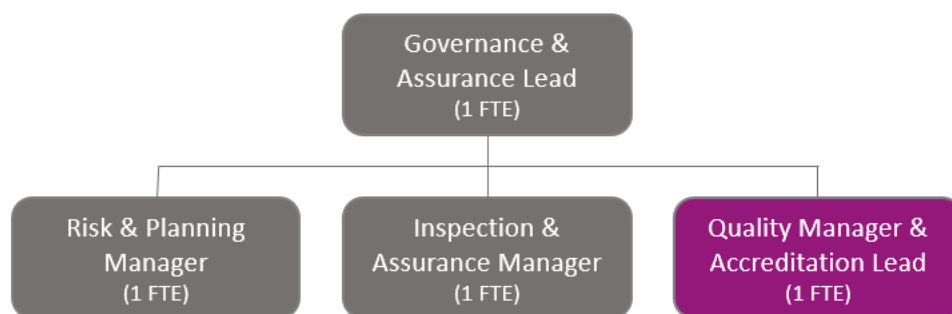
Scale PO 3-6 – Grade 11

Context

In April 2019, EnableNY formed to deliver the provision of business support services for North Yorkshire Police (NYP), North Yorkshire Fire and Rescue Services (NYFRS). The Office of the Police, Fire and Crime Commissioner (OPFCC) also moved to this provision in April 2020.

Business Design and Assurance (BDA) was introduced in January 2020, and includes five business areas: Business Insight, Corporate Communications, Executive Support, Information Management and a Portfolio Programme Management Office. Whilst each of the services within BDA are unique, they come together to identify and deliver each organisation's priorities, the aim of which is to ensure the provision of one unified professional service to the OPFCC, NYFRS and NYP.

The Business Insight function will focus on delivering an expert and professional service on the full range of business insight matters, ensuring regulatory and legal compliance for the delivery of our services with measurable outcomes. The Quality Manager and Accreditation Lead is crucial in ensuring that our services are timely, credible and measurable.



Scope

As Quality Manager and Accreditation Lead you will be an integral member of Business Insight, providing professional expertise in relation to compliance to the international standards (ISO17025 and 17020), Forensics Science Regulators Codes of Practice (FSR CoP) and ILAC G-19.

The Quality Manager and Accreditation Lead will be supported by the Inspection Officer/Inspection Support Officer resources within Business Insight, and it is the responsibility of this role to ensure

work is completed to the required standards, managing their delivery and ensuring deadlines are met.

Key Responsibilities

This role is specific to the requirement, as set out by the forensic regulator, for accreditation of scientific services within policing. The responsibilities this role described below relate to requirements as set out in the standards.

Systems management:

- You will lead as the professional advisor to senior leaders on all matters relating to NYP Quality Management System and accreditation compliance.
- Responsible for implementing and maintaining the Quality Management System compliant with the appropriate standards (e.g. ISO17025, FSR CoP and ILAC G19).
- Liaise with Force nominated Senior Accountable Individual (SAI) on all accreditation matters to ensure appropriate action is taken in reference to escalation to the Forensic Science Regulator (FSR) and UKAS extensions to scope of accreditation.
- Ensure that all procedures are established, implemented and effective through both control of authorisation and implementation of all new procedures and documentation including approval of changes.
- Plan, produce and co-ordinate the agenda for the Management Review meeting and ensure that all decisions agreed by SIRO are implemented.
- Management and control of COSHH and associated risk assessments. Liaison with NYP H&S and Compliance to H&S policies.
- Management and control of Process Risk Assessments. Liaison with NYP H&S and Compliance to H&S policies.
- Management and Testing of Electrostatic Static Discharge regime within the DFU. Conducting periodic testing of ESD equipment utilising specialist calibrated test equipment.
- Management and control of calibrated test equipment.

Systems development:

- Focal point, both internally and externally, for all matters relating to the Quality Management System, including suspension of services.
- Lead any extension to scope or development of new requirements for accreditation under the ISO standard and/or FSR CoP.
- Provide quality awareness training and ensure that local quality leads are kept up to date regarding procedural changes which may affect their duties.
- Lead regular quality meetings with stakeholders identifying non-conformance issues and make recommendations in order to identify improvement opportunities and address areas of risk to departmental quality performance or integrity.
- Responsible for ensuring that incidences of non-conforming work are satisfactorily resolved in an appropriate and timely manner, root cause, extent and impact identified
- and relevant staff are informed of the implementation of agreed corrective and preventive actions.
- Ensure that all major non-conformances when required are escalated to the FSR and UKAS.
- Ensure that communication takes place regarding updates, changes and the general effectiveness of the management system to all members of staff. Be regarded as the first point of contact for all internal and external communications relating to quality.

- Develop relationships and work closely with UKAS, NYP staff (managers and staff) and external organisations, to ensure a smooth and effective assessment of the laboratories, minimising risk of loss of accreditation.
- Be regarded as the first point of contact for all internal and external communications relating to accreditation and quality.

Systems review:

- Will ensure that the QMS documentation is reviewed and revised periodically where necessary.
- Oversee the issuing and distribution of new and revised documents and will notify relevant staff of any amendments to the QMS documents.
- Monitor compliance with any SLAs agreed with customers.
- Monitor and assess the quality performance and prepare performance data to ensure contribution to departmental objectives; proactively recommend solutions to problems identified and enable development reviews where appropriate.
- Actively identify and promote continual improvement opportunities throughout the unit's business activities, ensuring improvements are made for the benefit of its customers.
- Capture and manage feedback and utilise the information to improve the QMS and technical operations.

Systems administration:

- Maintaining a document archive and retain a master copy of all QMS documents, in addition to a master digital copy including records of non-conforming work, corrective actions and preventive actions.
- Will ensure that all QMS documentation detailed within the DII Business Continuity Plan are uploaded to Resilience Direct and reviewed and revised where necessary.

Systems audit:

- Plan, manage and schedule internal audits and maintain records of internal audits utilising suitably trained and qualified personnel to undertake internal audits.
- Review of all internal audit reports and ensuring non-conformances and audit observations are acted upon within the required timescale.
- Manage UKAS or other external auditors as appropriate.

Requirements

To succeed in this role, you will need to be to have proven experience in Quality Management and a detailed understanding of ISO standards and be able to undertake root cause analysis and translate complex audit findings into actionable improvements.

You will be responsible for supervising, training and monitoring new and trainee internal auditors and the SAI.

Additional support is provided to support you in your role through the Inspection Officer/Inspection Support Officer resources within Business Insight and it is the responsibility of this role to ensure work is completed to the required standards, managing their delivery, and ensuring deadlines are met.

You will need highly developed communication and client management skills as well as excellent organising and planning skills.

Additional information

Vetting Level	MV
Medical clearance	Standard
Requirement to be on call/standby	No
Requirement to wear uniform	No
Career Progression Plan	Not applicable
Date created	Dec 2020
Last updated	March 2023
Date graded	September 2023
PPF Role Profile	NYP Level 2 Police Staff RP