Role Title:	**Digital Forensic Investigation Unit Manager**
Department/Unit:	**Digital Forensic Investigation Unit**
Rank/Grade:	**A6**
Reporting to:	**DCI Serious and Organised Crime**
Main purpose of the role:	To manage the Digital Forensics Investigation Unit, Overseeing day-to-day activities of accreditation and quality of all Hertfordshire Constabulary's Digital Forensics Services. Work with the Forensic Services Quality Manager and Technical Lead to oversee the provision of technical expertise and ongoing conformity across all Digital Forensic disciplines. Ensure the unit is compliant to the relevant legislation, ISO quality standards and the Forensic Regulators Statutory Code. Ensure that Research and Design is led by customer requirements, to ensure that the DFIU are keeping pace with the changes in technology. To contribute to achieving the vision, purpose and values of Hertfordshire Constabulary.

Key Responsibilities

- Devise, implement, review, and monitor contracts such as Service Level Agreements & Memorandum of Understanding including the collection and analysis of management and performance information on turnaround times and customer satisfaction through managing and monitor work requests. To include setting forensic strategies, risk assessment, prioritisation, distribution & coordination of work, ensuring the unit has the capability and capacity to conduct their activities and that work meets the requirements of the customer and where required facilitate and coordinate outsourcing. To liaise and work collaboratively with other digital forensic units and maintain further develop appropriate strategies for the submission of items.

- Identify opportunities for increasing productivity and maintaining financial efficiency, evaluating and risk assessing all opportunities, including managing a finance budget. Develop business plans to support the implementation and realisation of benefits and positive outcomes including successful delivery of project milestones and being the force lead for business change in the DFIU

- Implementation, maintenance, and improvement of unit activities to ensure they are efficient, effective and comply with the Quality Management System upholding impartiality and confidentially. This includes regular review of procedures for improvement and change,

managing participation in proficiency tests and interlaboratory comparisons, management and monitoring of data, records and information generated such as archives and storage

- To drive and support improvements in DFIU management skills (personal development, DFTL, Kiosk Manager), knowledge and professional development to enable supervisors to deliver effective levels of performance. To oversee unit personnel training and competence to conduct their activities including liaising with the Technical Lead on training requirements and suitability of the technical training programme. Leading on training of non-technical processes and procedures including conducting continued assessments and reviews.

- Oversee research and development of new techniques, new technology and new threats to ensure the unit is focused and matched fit for a constantly changing environment

- Managing DFIU facilities, environment and equipment, ensuring suitability, functionality and performance through regular maintenance and service schedules, including purchasing, conducting supplier reviews to ensure optimum value for money and performance whilst identifying positive options for change.

- Working with the Quality Department to ensure activities are conducted to Quality Standards (ISO17025, ILAC-G19 and the Forensic Science Regulator's Statutory Code of Practice) and any Police Regulation, Legislation or best practice guidelines, including adhering to any updates and amendments. Ensuring the unit achieves and maintains accreditation including facilitating and taking part in internal and external audits and assessments, and identifying dealing with deviations and non-conforming work

- Manage A5 and second line manage A4 staff within the unit, monitoring performance against KPI's and standards by conducting dip samples, quality checks and peer reviews of work. Develop, produce and implement plans to maintain and improve performance.

These key duties and responsibilities are intended only as a guide to the main responsibilities of the post and are not intended to restrict the scope of the post holder to perform other duties. Additional responsibilities for the post holder may be agreed on an individual basis and recorded as part of the annual performance review role requirement.

Financial e.g., Limits/Mandates	Non-Financial e.g., Staff Responsibility
• Authorise budget spends up to £5000	• Line management responsibility for staff and/or officers

Entry Requirements

- Educated to degree level either within Forensic Computing/Computer Science or a similar and a minimum of 5 years relevant experience in digital forensics, preferably in policing

- Knowledge of ISO17025 and experience of working within an ISO accredited environment or one that is working towards this

- Extensive experience and proficiency in the use of digital forensics hardware & software (either digital media or mobile devices)

- Experience of leading people with the skills to motivate, support and inspire development

- Experience of managing workloads, meeting demands within tight timescales and working within a high-pressure environment

- Experience of decision making and taking ownership

- Excellent communications skills and the ability to effectively report at management level

- Experience of problem solving and negotiation

- Ability to strategize, plan and prioritise according to operational demand

- Ability to continually and effectively seek and gain understanding of any new advancements within digital forensics

Personal resilience as you will be exposed to extreme and disturbing images as part of this role but will be supported by our Occupational Health Unit.

Psychological Assessment	Required
Return on Investment or Tenure	Not applicable
Homeworking or Agile Working	Not applicable
Vetting Level	SC Vetting

Any other General Requirements/Scope
• The post holder will be required to travel to different locations across Bedfordshire, Cambridgeshire and Hertfordshire, nationally for meetings/training events.
• The post holder may be required to work from different locations across Bedfordshire,

Cambridgeshire and Hertfordshire.

- The post holder will need to possess a full driving licence.

- If using a private vehicle, then business insurance needs to be organised by the individual.

- The post holder may be required to work additional hours.

- Vetting is required, as advised by the Vetting Unit.

- The post holder will be expected to undertake training as and when required.

- The post holder will be expected to comply with health and safety requirements.

- If required, following appropriate training, to take on the role of Evacuation Marshal if no volunteers come forward in the post holders work location.

Obligatory Requirements

- Before commencement of this appointment, this role may be subject to a medical assessment. For some roles health screening or surveillance may be required on a regular basis, as identified by line manager risk assessments.

- There is a requirement for the role holder to meet the probationary objectives set.

Personal Qualities (Behavioural Competencies)
We are emotionally aware
I consider the perspectives of people from a wide range of backgrounds before taking action. I adapt my style and approach according to the needs of the people I am working with, using my own behaviour to achieve the best outcome. I promote a culture that values diversity and encourages challenge. I encourage reflective practice among others and take the time to support others to understand reactions and behaviours. I take responsibility for helping to ensure the emotional wellbeing of those in my teams. I take the responsibility to deal with any inappropriate behaviours.
We take ownership
I proactively create a culture of ownership within my areas of work and support others to display personal responsibility. I take responsibility for making improvements to policies, processes and procedures, actively encouraging others to contribute their ideas. I am accountable for the decisions my team make and the activities within our teams. I take personal responsibility for seeing events through to a satisfactory

conclusion and for correcting any problems both promptly and

openly. I actively encourage and support learning within my teams and colleagues.

We are collaborative

I manage relationships and partnerships for the long term, sharing information and building trust to find the best solutions. I help create joined-up solutions across organisational and geographical boundaries, partner organisations and those the police serve. I understand the local partnership context, helping me to use a range of tailored steps to build support. I work with our partners to decide who is best placed to take the lead on initiatives. I try to anticipate our partners' needs and take action to address these. I do not make assumptions. I check that our partners are getting what they need from the police service. I build commitment from others (including the public) to work together to deliver agreed outcomes.

We deliver, support and inspire

I give clear directions and have explicit expectations, helping others to understand how their work operates in the wider context. I identify barriers that inhibit performance in my teams and take steps to resolve these thereby enabling others to perform. I lead the public and/or my colleagues, where appropriate, during incidents or through the provision of advice and support. I ensure the efficient use of resources to create the most value and to deliver the right impact within my areas. I keep track of changes in the external environment, anticipating both the short- and long-term implications for the police service. I motivate and inspire others to achieve their best.

We analyse critically

I ensure that the best available evidence from a wide range of sources is taken into account when making decisions. I think about different perspectives and motivations when reviewing information and how this may influence key points. I ask incisive questions to test out facts and assumptions, questioning and challenging the information provided when necessary. I understand when to balance decisive action with due consideration. I recognise patterns, themes and connections between several and diverse sources of information and best available evidence. I identify when I need to take action on the basis of limited information and think about how to mitigate the risks in so doing. I challenge others to ensure that decisions are made in alignment with our mission, values and the Code of Ethics.

We are innovative and open-minded

I explore a number of different sources of information and use a variety of tools when faced with a problem and look for good practice that is not always from policing. I am able to spot opportunities or threats which may influence how I go about my job in the future by using knowledge of trends, new thinking about policing and changing demographics in the population. I am flexible in my approach, changing my plans to make sure that I have the best impact. I encourage others to be creative and take appropriate risks. I share my explorations and understanding of the wider internal and external environment.