

# Job Description

## Forensic Administrator

<b>Department</b>	Forensic Administration
<b>Location</b>	Abingdon and Chorley
<b>Summary of Job</b>	<p>To provide customer interface and be involved in the receiving and returning of a broad range of samples from customers, including police forces and to provide a range of administrative support to the scientific staff in the Forensic Operations teams.</p> <p>The job holder may focus on one area of activity or may be cross-trained over many areas and administrative disciplines depending on the business and departmental requirements.</p>
<b>Reporting Structure</b>	Reporting to Forensic Administration Team Leader
<b>Essential Functions</b>	<p>This multi-functional administration role could encompass a broad range of forensic and general administrative duties as follows:</p> <ul style="list-style-type: none"><li>• Check integrity of deliveries and make external and internal enquiries to resolve queries</li><li>• Receipt of exhibits and the input of case information onto the Case Management System</li><li>• Allocate appropriate, secure storage locations for exhibits</li><li>• Prepare exhibits for return to customers as per agreed customer protocols</li><li>• Prepare exhibits for destruction</li><li>• Resolution of telephone and e-mail enquiries</li><li>• Monitoring and management of departmental e-mailboxes</li><li>• Log statement requests including updating and monitoring statement progress</li><li>• Prepare DNA result print outs (EPGs) for the Reporting Scientists using interpretation software</li><li>• Prepare case files and other paperwork for archiving</li><li>• Manage subcontractor cases</li><li>• Collate results letters, statements and delivery notes for filing and despatch to customer by email and post</li></ul>

- Carry out the transfer of exhibits to subcontractors and across sites
- Provide administrative support to the Forensic Operations team
- Effectively balance priorities throughout the day and manage work in line with these identified priorities
- Contribute to the creation, review and updating of Standard Operating Procedures
- Complete Non-Conformity Report (NCR) corrective actions on time under guidance from a Team Leader
- Additional general departmental administrative duties as required such as filing, answering phones, note taking, supporting colleagues and team leaders with ad-hoc tasks

## **Job Requirements**

### **Education**

- Basic secondary education GCSE including maths and English. More advanced academic education such as A levels in Maths and a technical or scientific subject could be an advantage.

### **Desirable Experience**

- General administration or administration in a Forensic environment
- Working to strict deadlines
- Working under pressure in a busy environment
- Data Input
- Experience working with standard operating procedures

### **Technical Skills**

- Computer, keyboard and office skills
- Experience of word processing, spreadsheet and database packages e.g. Word, Excel and Access

### **Non-Technical Skills**

- Good communication
- Ability to work as part of a team, as well as individually
- Excellent organisational
- Acute attention to detail
- Reliable and responsible
- Effective prioritisation
- Pro-active approach to process improvement and problem solving
- Flexibility

## **Physical/Psychological Demands**

- High levels of responsibility with serious implications of errors. This role requires meticulous attention to detail, accurate record keeping and a responsible attitude to the work being carried out. Forensic work has a high

media profile and any errors or lapses in quality could result in serious adverse publicity.

- Frequent contact with a broad range of forensic samples including those from serious crime scenes and mass disasters, including post mortem samples
- Exposure to crime scene photos, potentially of a sensitive/disturbing nature
- Some heavy lifting/manoeuvring of exhibits and boxes of casefiles
- Desk/computer work station in a shared office/Laboratory
- PPE, including scrubs and safety shoes in some areas
- Smart office wear

### **Working Conditions & Uniform Requirements**