



# Quality & Compliance Officer

Job Description – July 2025



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|-----------------------|-------------------------------------|
| <b>Job Title</b>      | Quality & Compliance Officer        |
| <b>Reporting into</b> | Chief Risk and Compliance Officer   |
| <b>Location</b>       | Hertfordshire / Edinburgh & Hybrid  |
| <b>Start date</b>     | ASAP                                |
| <b>Terms</b>          | Full Time                           |
| <b>Salary</b>         | £30-£35,000 depending on experience |
| <b>Date posted</b>    | 29/07/2025                          |

## **Working for Forensic Analytics**

Our Vision Statement: to help keep people safe and solve crime.

We are a team of diverse, talented professionals with shared values and goals. Many in our team were police officers, their experience combined with our proven track record, is the reason UK law enforcement, and our courts, trust Forensic Analytics.

We're committed to supporting our law enforcement partners as digital forensics evolves, using our expertise to help them tackle their toughest challenges.

Our team empowers our law enforcement partners to protect the most vulnerable and swiftly convict those that cause harm.

We can make the difference and help strengthen public confidence and trust in law enforcement.

### **Job Purpose**

To support all Forensic Analytics Quality & Compliance activity and to provide support to the organisation on all related matters reporting to the Chief Risk & Compliance Officer.

This will include:

- Holding responsibility for implementing, maintaining and progressing key elements of the Quality & Compliance Management System, delivering associated activities and championing quality in all areas commensurate with the role.
- Provision of an effective and efficient administrative support service to the Quality & Compliance team ensuring that daily workloads and related duties are carried out with due diligence and attention.

### **What you'll do (key result areas)**

- Undertake all required Document control activity to ensure compliance with the Quality & Compliance Management Systems and associated accreditation, certification, and regulation including but not exclusive to ISO9001, 27001, 17020, 17025 and the Forensic Science Regulator Code of Practice.
- Undertake all administrative duties pertaining to the implementation, management and maintenance of the Quality & Compliance electronic management system.
- To ensure all Quality & Compliance related activities owned and undertaken are co-ordinated, controlled, reported, scheduled, timetabled and assigned.
- Provision of support surrounding 5WHY, investigation and root cause analysis for all activity with regard to Customer Complaints, non-conformance and other Quality & Compliance / Professional Services matters working with identified Investigators and others.
- To undertake low level Quality & Compliance investigations and root cause analysis.
- To undertake internal audits as required to support accreditation and certification.

- To input, maintain and collate all relevant data to support Quality and Compliance and Professional Services functionality with provision of information as requested.
- To progress and support on additional Quality & Compliance activities including but not exclusive to KPI production and presentation, monthly ELT report preparation, agenda setting and minute taking, provision of newsletters, weekly organisational communications, engagements with assessment bodies and support on all operational activity as required.
- To attend and participate in external assessments from accreditation and certification bodies.
- To communicate, escalate and inform all relevant parties of improvement opportunities.
- To participate in continuous improvement activity projects including but not limited to Failure Mode and Effect Analysis (FMEA).
- Develop and promote effective working relationships and communication between Quality & Compliance and all Forensic Analytics functionality and personnel.
- Undertake any other identified duties as required.

#### **Candidate Specification – qualifications and experience**

- It is essential the post holder has knowledge and understanding of the implementation and management of quality standards including ISO 9001, 27001, 17025 and the FSR CoP (and commitment to undertake training of quality standards)
- Previous experience of working in a regulated environment is desirable.
- Experience from within an audit background and of reviewing and developing high level processes is desirable.
- Internal auditor qualification or experience desirable.
- It is essential the post holder is trained in root cause analysis.
- It is essential the post holder demonstrates competence and aptitude in being able to handle complex and varied workloads including ability to prioritise.
- The post holder must be experienced in the use of Microsoft 365 including Microsoft Outlook, Word, Excel, PowerPoint and Teams.
- It is essential the postholder is IT literate and can adapt to new business software and systems.
- It is desirable for the post holder to be trained and competent in FMEA.
- It is desirable for the post holder to hold a valid UK driving licence.

**Candidate Specification: what you'll bring:** We seek people with FA's core values at heart: honesty, integrity and respect.

- Good verbal and written communication skills.
- Self-motivated and an independent self-starter.
- Able to work on own initiative and with minimum supervision

- Capable of building relationships with others to achieve key objectives.
- Ability to work effectively individually and in a team
- Organised
- Attention to detail
- Problem solver
- Flexible and adaptable
- Advocate best practice and continuous improvement
- Willing to challenge existing processes and be a lateral thinker.
- Able to utilise a range of methods to communicate and influence effective change across a wide range of customers and stakeholders.

#### **What we offer:**

- 25 days' leave plus 8 bank holidays.
- Christmas shut down
- Birthdays off
- Enhanced maternity, shared parental and adoption leave.
- Flexible / agile working
- Access to private healthcare and eye tests.
- Trained mental health first aiders on-site, neurodiversity champions and support
- Volunteering scheme
- Cycle to work scheme
- Office dogs
- Counselling support
- Employee awards

#### **Just so you know:**

##### **Recruitment Process Information**

We operate a blind recruitment process. This means that all CVs will be anonymised by our HR team before being passed to the recruiting manager.

If selected to progress, the recruitment process will involve one or more interviews, which may take place via Microsoft Teams and/or face-to-face.

##### **Disability Support**

If you have a disability, we are committed to making reasonable adjustments to support you throughout the recruitment process. Please let us know as early as possible so we can make the necessary arrangements and ensure your experience is smooth.

##### **Security Clearance Requirements**

The successful candidate will be required to undergo security clearance to at least NPPV+SC level.

Please note:

- We are unable to offer employment to individuals who are unlikely to meet the vetting criteria.
- This level of clearance typically requires a minimum of 5 years of UK residency and history.

### **Job Offer Conditions**

Any offer of employment will be subject to successful vetting and satisfactory references.

### **Commitment to Inclusion**

We know it's important for you to feel part of a great team—and a wider community. We welcome applications from all suitably qualified individuals, regardless of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

### **Additional Information**

- If you are successful in your application, you will be subject to a six-month probation period.
- We reserve the right to close this vacancy early if we receive a sufficient number of applications.
- Due to the volume of enquiries and applications, we regret that we are unable to provide individual feedback or advice on applications.
- All applications must be submitted with an up-to-date CV and a cover letter. These will be kept on file, and you will be contacted directly if we wish to progress your application.

### **Job Description Review**

This job description is not exhaustive and is subject to periodic review. It may be amended to reflect the evolving needs of the business. Any changes will be discussed with the post-holder, and we will aim to reach a mutual agreement on adjustments.

**Applications should be made to [HR@forensicanalytics.io](mailto:HR@forensicanalytics.io) with the subject “Q&C Officer vacancy”**

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