

Job Description: Monitoring Officer

Function:	Monitoring
Job:	Monitoring Officer
Position:	Monitoring Officer
Job holder:	Vacancy
Date (in job since):	
Immediate manager (N+1 Job title and name):	Quality Manager
Additional reporting line to:	
Position location:	Royal Stoke University Hospital, Haywood Hospital

1. Purpose of the Job – State concisely the aim of the job.

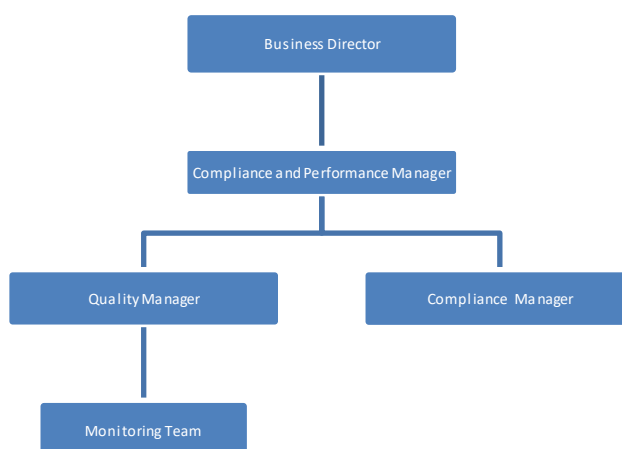
Support compliance, maintain and improve the quality and performance of services provided via detailed survey and reporting on data within the Quality Assurance/Performance Monitoring regime.

2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

Revenue FY13:	€tbc	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	tbc
		EBIT margin:	tbc			Outsourcing growth rate:	n/a	HR in Region	tbc
		Net income growth:	tbc						
		Cash conversion:	tbc						

Characteristics ▪ Add point

3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.



4. Context and main issues – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- To work closely with the Compliance and Performance Manager and the service managers in determining, investigating and resolving quality issues; identifying system gaps to ensure maintenance of high quality business management data.
- IT support for Soft FM service systems.
- Information analysis, action plans and performance reporting.

5. Main assignments – Indicate the main activities / duties to be conducted in the job.

- Perform internal audits to ensure compliance with statutory, mandatory and contractual obligations for both Hard and Soft FM for both sites.
- Raise and review annual monitoring schedules and documentation.
- Process and interpret the audit results via information technology into report form and deliver such reports and action plans to an agreed timetable.
- Manage survey distribution, analysis and reporting of results
- Produce statistical and management information, report and analysis of qualitative issues.
- Management of the monitoring and performance procedures.
- Be responsible for your own health and safety and that of any other person working with you. Take care to ensure that your activities do not put others at risk.
- To monitor areas of responsibility according to contractual requirements.
- Ensure that all staff perform to the agreed service standards and comply with departmental and company standards.
- To attend meetings and undertake/carry out training as required.
- To establish and maintain good working relationships with customers and staff ensuring their health, safety and welfare.
- Any other duties as deemed appropriate by the line manager.
- Continuous monitoring and quality check to reduce services failure penalties and maintain standards.
- Provide support for all services and managers as required.

6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- To ensure effective communication of all quality issues within the services, raising awareness and cascading information.
- Assist in improvements in quality in the most effective and efficient way, providing appropriate training as required
- Maintain a quality assurance system developed throughout all service departments ensuring concise benchmarking
- Analyse and interpret trends, advise on information for service planning and penalty reduction
- Act as a super-user for internal systems and advise on data cleansing/amendments needed.

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

- Educated to A level standard or equivalent showing an element of performance or statistical analysis and/or experience.
- A commitment to personal development
- Experience of communicating audit and compliance information to a non-commercial audience.

- Experience of report writing
- ISO Auditing
- IT Literate including knowledge of Microsoft Office products e.g. Word, Excel and Outlook.
- Knowledge or eagerness to learn different IT systems including Global Maximo, ECAT, CARPS
- Ability to recommend and influence positive changes to the delivery of service
- Excellent customer service skills and effective complaints handling

8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

<ul style="list-style-type: none"> ▪ Growth, Client & Customer Satisfaction / Quality of Services provided 	<ul style="list-style-type: none"> ▪ Leadership & People Management
<ul style="list-style-type: none"> ▪ Rigorous management of results 	<ul style="list-style-type: none"> ▪ Innovation and Change
<ul style="list-style-type: none"> ▪ Brand Notoriety 	
<ul style="list-style-type: none"> ▪ Commercial Awareness 	
<ul style="list-style-type: none"> ▪ Employee Engagement 	
<ul style="list-style-type: none"> ▪ Learning & Development 	

9. Management Approval – To be completed by document owner

Version		Date	
Document Owner			