Job Description: Performance and Quality Manager



| Function: | Health & Care |
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| Job: | Senior Management |
| Position: | Performance and Quality Manager |
| Job holder: | |
| Date (in job since): | |
| Immediate manager (N+1 Job title and name): | Business Director at ESNEFT |
| Additional reporting line to: | |
| Position location: | Colchester, Ipswich Hospital and Community Sites |

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

 Provide support to the management team relating to our quality management system, compliance with legislation and accreditations (e.g. ISO 9001, 14001 and 45001), Trust and Sodexo policies/procedures, complaints management process and performance reporting, collating all data required for our KPI report. They will also deliver the audit programme and work closely with our central data and insights team to develop custom dashboards accessible to the Trust in Power BI to drive maximum value from service data.

| Revenue FY: | €tbc E | EBIT growth: | tbc | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | tbc |
|-------------|--------|--------------------|-----|--------------|-----|--------------------------|-----|------------------|-----|
| | | EBIT margin: | tbc | | | | | | |
| | | Net income growth: | tbc | | | Outsourcing growth rate: | n/a | HR in Region | tbc |
| | | Cash conversion: | tbc | • | | | | | |

- **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.
 - Compliance to contract
 - Minimal deductions
 - Tracking systems to support compliance
 - Maintain and improve quality and performance
 - Performance reporting
- **5. Main assignments** Indicate the main activities / duties to be conducted in the job.
 - Management of the internal compliance monitoring schedule and process across soft FM.
 - Identification and implementation of cost saving opportunities including maximisation of efficiencies and cross service resourcing opportunities, and identify cost saving and efficiencies, including contract renewals, supporting Soft FM lead with cost saving initiatives and the budget.
 - Daily supervision of the monitoring systems ensuring tasks are correctly categorised and accurately recorded.
 Monitor records to ensure compliance and highlight trends.
 - Production of reports to support operational service management.
 - Production of the monthly Performance and Board reports, and KPI reports and agree target KPI ranges for the year and produce the Quarterly KPI Report against the agreed targets on time and in the agreed format.
 - Manage and gather evidence required to take the lead in the Validation process with the Trust's Contract
 Performance Manager., Monitoring contractual response and rectification times to ensure compliance and
 avoidance of service failure and penalties.
 - Contribute to the commercial management of the operational delivery of the contract by working with operations to maintain contract compliance and avoid contractual issues.
 - Develop and agree monitoring methodologies to monitor and report on performance against the requirements
 of the contract, including contractual support.
 - Carry out random compliance audits and safety walks.
 - Maintain accurate and up to date SLA's and Method statements.

- Manage the surveys process any monthly survey analysis, including but not limited to Patient Satisfaction, Helpdesk, Retail.
- Maximise the potential of site systems to automate processes where possible and support the operational delivery of services. Continuous review for new ways of working, changes in process, additional challenges and recommendation for continuous improvement
- Completion of monthly Complaints and Compliments, highlighting trends
- Support training and development through corporate drives and manage integrated systems for Soft FM
- Create and distribute the monthly publication of the Team Huddle
- Disciplinary and Health and Safety investigations support at a senior level.
- Supporting operational managers in identifying and learning from areas of good practice and offering targeted support where practice required improvement, including policy and process support and GDPR.
- Part of the Senior Management Team and escalation for BCP

- 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.
 - Minimalisation of exposure to service penalty deductions
 - Management of the Quality & Performance Monitoring systems to ensure contract, legislative and commercial compliance.
 - Systems maintained accurately
 - Production of management information
 - Policy/Service Development
- 7. Person Specification Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively
 - Experience of compliance processes and documentation
 - Proficient IT user, data analysist and report writer
 - Confident and adept communicator with the ability to challenge and operate effectively at all levels
 - Understanding of Quality Management Systems
 - Ability to identify and implement opportunities to improve performance or reduce costs
 - Customer service focused

| 8. Competencies | Indicate which of the Sodexo core competencies a | and any professional competencies that the role requires |
|-----------------|---|--|
| • | Growth, Client & Customer Satisfaction / Quality of Services provided | Leadership & People Management |
| • | Rigorous management of results | Innovation and Change |
| • | Brand Notoriety | Commercial Awareness |
| • | Employee Engagement | Learning & Development |

| 9. Management Approval – To be completed by document owner | | | | | | | |
|--|----|------|--|--|--|--|--|
| Version | V2 | Date | | | | | |
| Document Owner | | | | | | | |