

# Job Description: Compliance Co-ordinator



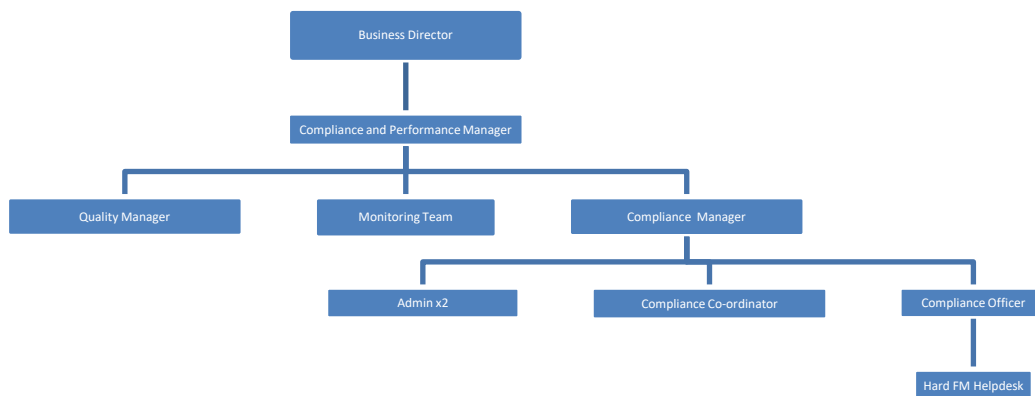
Function:	Hard FM Healthcare
Position:	<b>Compliance Co-ordinator</b>
Job holder:	
Date (in job since):	
Position location:	Royal Stoke University Hospital

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

- Population of Site SharePoint system with all maintenance records from external contractors, ensuring any follow-on tasks identified are monitored till completion by the site Management team.
- Plan Reactive/ PPM in advance for engineers via the site based CAFM tool to cause least impact, and supervise Hard FM Helpdesk to ensure contractual compliance and reduce system failures.
- Audit and compliance of the monthly checks on the CAFM system.
- Review PPM activity against site based maintenance plan, produce reports to monitor engineer efficiency and productivity against KPI's.
- Responsible for the day to day operational activities of Sodexo Healthcare, Hard FM Estates Department within the guidelines and objectives agreed with the Compliance and Performance Manager and Head of Estates.
- Monitor key performance indicators for the area of estates maintenance service within the PFI for all sites covered under our contractual obligations.
- The post holder will monitor Sodexo objectives by supporting and delivering against Estates policies and compliance with legislative and departmental requirements. This will include playing a key role in identifying opportunities for innovation and modernization, to meet operational performance targets and Sodexo objectives.
- Provide detailed professional advice to staff and contractors on issues that are complex and non-routine as required to cover all technical aspects of the role.
- Provide out of hours cover as necessary on the site based CAFM tool.

Produce reports to monitor engineer efficiency to report to the Senior Management Team, reports to track repeat failures of the same equipment support, and any others reports as required by Management.

## 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.

- Have administration skills and experience within a maintenance environment
- Collect all data and information necessary to analyse all aspects of the service in relation to Estates Management, taking into account legislation and future direction of legislation, health and safety, Trust and Sodexo Policy. To use data and information in complex forms to bench mark, fault find, predict, analyse and report system failures as required by technical management.
- Collect all data and information necessary to analyse all aspects of service delivery against CAFM.
- PPM's inline with HTM and O&M obligations, using the correct RA and SSoW, with continuous improvement and amendments for future updates.

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

- Assisting the Senior Management Team with the preparation and delivery of the 5 year maintenance plan, annual maintenance plan, and monthly maintenance plan.
- Ensuring services comply in accordance with the Project Agreement, legislative, statutory and HTM requirements.
- Contributing to the commercial management of the operational element of the contract. Including management of the Performance Monitoring systems and to ensure Contract and Commercial Compliance. Monitoring contractual response and rectification times to ensure compliance and avoidance of service failures and penalties.
- The cost effective delivery of a Planned Preventative Maintenance Service in line with the project agreement and schedules.
- The management of reactive maintenance service during both normal operating hours and outside of operating hours of the hospital. The working requirements and management of shift teams will involve the need to take part in an out of hours call out system.
- Day to day commercial management inline with contractual requirements and Sodexo operating procedures. Working with Senior Management agreeing, monitoring and reporting against budgets.
- Active member of the Management team. Representing the contract commercially and technically at meetings and when required by the Senior Management team.
- Commercial and quality management of the operational element of the contract, including management of the Performance Monitoring systems and to ensure Contract and Commercial Compliance.
- Maintain formal and informal communication with Trust managers related to services activities/ working groups.
- Developing good working relationships with clinical and non clinical staff at all levels.
- Use of IT systems to include the CAFM and other systems to provide, monitor and report data within the Quality Assurance and other management reporting systems.
- Management and operation of the Permit to Work and Safe System of work, ensuring a safe working environment.
- Report access denied events for escalation within the Estates Management team and generate all other reports as requested by management.

**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.

- Communication & Relationships Skills
- Knowledge, Training & Experience
- Analytical & Judgemental Skills
- Planning & Organisational Skills
- Patient/ Client Care
- Financial and Physical Resources
- Policy/Service Development

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

- Proven experience within a similar role within an engineering trade
- Self-motivated and able to adapt to changing priorities
- Able to demonstrate an aptitude for problem solving using a logical approach
- Works well in a pressurized environment
- Report writing skills
- Attend external and internal courses as required
- Good understanding of Health and Safety at Work regulations.
- NVQ Level 3– or equivalent
- Must be computer literate preferably with knowledge of building management systems
- Must be able to demonstrate good verbal and written communication skills with good level of mathematical skills
- Confident and logical under pressure but must understand urgency and respond accordingly

Desirable:

- Previous experience within a Health Service context
- Demonstrating maturity in working with Hard FM groups within multi-discipline trade groups
- Any specialist knowledge relevant to the health care environment
- Previous experience using SharePoint and CAFM systems (desirable)

**8. Competencies** – Indicate which of the Sodexo core competencies 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	▪ Business Consulting
▪ Commercial Awareness	▪ HR Service Delivery
▪ Employee Engagement	
▪ Learning & Development	