

Job Description:

Contract Service Auditor - Hard FM

Function:	Government
Position:	Contract Service Auditor - Hard FM
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	
Additional reporting line to:	HSEQ & Risk Manager
Position location:	Colchester PFI - HSEQ

1. Purpose of the Job – State concisely the aim of the job.
- To deliver internal and contractual audit requirements in an integrated facilities management environment providing and applying knowledge of mechanical, electrical and building services engineering - To provide timely and accurate compliance audits in accordance with the contracted requirements. - To provide independent assurance of compliance against contractual, statutory, company, and client requirements through a structured programme of internal audits - To compile monthly reports of your findings for analysis and review with the management team To identify non-conformances, areas of risk, and opportunities for improvement through audit activities and evidence-based findings - In conjunction with the Quality Manager ensure agreed corrective actions have been implemented and verified - Providing effective contract and business support in line with statutory requirements, Sodexo policies, procedures, ISO and industry standard certifications, licenses and best practices - To deliver Service Excellence to your colleagues and clients

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

- Develop and maintain audit schedules to ensure contractual audit sample requirements are achieved within agreed timescales.
- Conduct audits to monitor service compliance in accordance with contractual SLAs, company procedures, best practice, legislative and statutory requirements. Audits relate to planned maintenance, reactive maintenance, statutory compliance, remedial works, and supporting records to verify compliance with contractual requirements.
- Utilisation of CAFM systems to plan internal audits to include:
 - Generation of audit schedules
 - Collation of auditable records in advance of audits
 - Arrangements for access to buildings in accordance with security protocols
 - Scheduling audit dates around the client's availability
 - Collating audit record packs to support each audit element
 - Where required upload information to portable handheld electronic devices and associated auditing applications
- Conduct audits using the operating system and handheld device.
- Ensure audit activities are supported by sufficient and appropriate evidence.
- Adhere to timescales for collection of sufficient samples on a monthly basis
- Conduct accompanied audits with and as directed by the clients (CMT & RMPA)
- Complete and compile other audits and the findings as required
- Raise improvement reports to highlight non-conformances, failures, observations, areas for improvement and communicate these for action
- Monitor corrective actions from audits to ensure actions are implemented within agreed timescales and are effective in resolving non-conformances and observations
- Review and update progress on improvement reports, central register and client trackers.
- Compile monthly service audit findings for reports to the client and Sodexo management team
- Identify recurring non-conformances, and emerging contract risks through audit findings and escalate these appropriately.
- Support contract compliance by identifying potential areas of service failure and opportunities for improvement.
- Undertake Unit Business Health Checks in accordance with company procedures
- Undertake and support ISO 9001, 14001 and 45001 internal audit programmes.
- Highlight and report any health and safety issues encountered during audit activity
- Working understanding of Health & Safety statutory and ACOP requirements, including COSHH, water safety, LOLER, PUWER, working at height, CDM 2015, electrical (HV/LV), gas safety including F-Gas, pipeline safety, asbestos, authorised and responsible persons, petroleum and confined space
- Develop and maintain successful and positive relationships with stakeholders demonstrating knowledge of the complex contractual PFI environment within a military establishment

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

- Understand the drivers and failure criteria for each of the two distinct contracts (HFM and SFM)
- Interface with the clients in accompanied audits where failures occur or are contested
- Interface with the managers and frontline employees with audit results in Improvement Reports highlighting areas of failure/improvement
- Audit to contractual standards, maintaining objectivity and impartiality but all guided by policy, procedure and contract
- Arrange access to Authority areas to ensure that audits are undertaken within the required timeframe
- Compliance with HASWA, JSP456 and JSP375
- Operate to ISO 9001, 45001 and 14001

4. 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.

- Ensures compliance for service and internal audits with the timescales and sample number parameters to meet the requirements of the contract
- Maintains client visibility and confidence in the audit process for the contract
- All audit findings and non-conformance reports are completed in a timely, accurate manner and in compliance with contractual SLAs
- Follows through to check actions taken in response to audit findings are correctly implemented
- Audit data analysis reports, including trend reporting, are completed for management purposes within agreed timescales
- Emerging compliance risks and non-conformances are identified and escalated before they impact contractual performance.

5. 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.

Completion of the following audits:

- Approx 25 Reactive Audits per month
- Approx 60 Planned Audits per month
- Minimum of 1 CMT Audit per week
- Minimum of 1 RMPA Audit per week
- Approx 2 ISO Internal audits per month

6. Job profile – Describe the qualifications (Education & experience), competencies and skills needed to succeed in the position.

Essential

- Proven experience working as an Internal Auditor within a Hard FM (mechanical, electrical, buildings and civil engineering) IFM environment
- Experience of working in a mixed-use building services environment and auditing a diverse range of service provision
- Experience interpreting contractual requirements, SLAs, and compliance standards.
- Internal auditor qualification
- Demonstrable experience of successfully conducting internal audits to monitor compliance in accordance with contractual SLAs, company procedures, best practice, legislative statutory requirements, etc
- Able to assess compliance through the review of maintenance records, statutory documentation, service reports, and contractual evidence.
- Demonstrable ability to provide technical assistance to both technical and non-technical persons within your identified discipline
- An investigative and inquisitive mind, high attention to detail and the ability to deal with large amounts of data
- Good level of numeracy/literacy/IT skills and an effective communicator as part of team
- A self-starter, with a positive and motivated approach, professional at all times. Driven by quality, providing highest standards of service at all times
- Effective interpersonal and communications skills and the ability to influence, challenge and engage people during audits
- Experience of using CAFM systems
- Ability to prioritise work and deliver to tight deadlines
- Understanding of ISO 9001, ISO 14001 and ISO 45001
- Working understanding of Health & Safety statutory and ACOP requirements, including COSHH, water safety, LOLER, PUWER, working at height, CDM 2015, electrical (HV/LV), gas safety including F-Gas, pipeline safety, asbestos, authorised and responsible persons, petroleum and confined space

Desirable

- Operational experience as either a Mechanical, Electrical or Building Services Engineer, for example operating as a multi skilled engineer undertaking planned maintenance, reactive fault finding and repairs within a IFM environment
- Experience of working within a PFI contract and military environment.
- Knowledge of auditing techniques and root cause analysis.

- Experience of client facing audits.
- H&S qualification

7. Organization chart – Indicate schematically the position of the job within the organization. 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.

Received:

Date:

Date:

Job holder

Immediate Manager