

Job Description: Quality Monitoring Officer

Function:	Healthcare
Job:	Monitoring Team
Position:	Monitoring Officer
Job holder:	Administrator (site-based)
Date (in job since):	
Immediate manager (N+1 Job title and name):	Operational Support Supervisor
Additional reporting line to:	Personal Assistant
Position location:	MFT – Oxford Road Campus

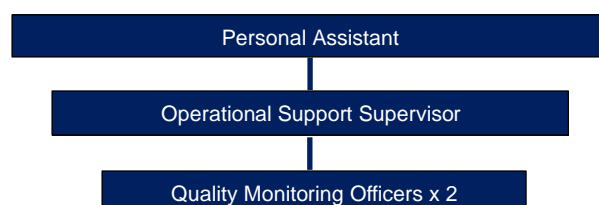
1. Purpose of the Job – State concisely the aim of the job.

- To undertake daily quality monitoring audits of cleaning standards to ensure continuous improvements within the Environmental and Hotel Services.
- To provide timely reports on rectifications via the monitoring systems.
- To escalate areas of concern
- To build relationships with the Trust Estates and Facilities Team so as to develop a collaborative approach to the continuous improvement standards.

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.

- Characteristics
- Strong attention to detail
 - Ability to work to strict deadlines
 - Excellent communication skills / at all levels
 - Flexible, a need to be adaptable and adjust start times as required

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.

- During the course of the duties the postholder may have access to confidential information which must not be divulged to any unauthorised person or any relative at any time
- Ensure safe practice to minimise the risks of infection to patients and staff in accordance with national and Trust policy, in particular to be aware of their responsibilities as listed in the Infection Control Operational Policy

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

- Undertake quality audits and monitoring checks accurately and efficiently as required.
- Be the subject matter expert on the monitoring system, checklists and performance standards.
- To be knowledgeable on the required National Standards of Cleanliness and prescribed auditing protocols
- To support the Operational Support Supervisor by providing accurate and timely monitoring data for the production of the Monthly Performance Reports and Performance Dashboards
- Liaise with relevant stakeholders on quality and performance issues, ensuring objective and transparent monitoring and adherence to performance standards
- Engagement with Sodexo Management and Trust Colleagues with regards to monitoring results and any corrective actions required
- Comply with the Trust's infection control policies at all times
- Troubleshoot IT issues in relation to monitoring software – liaise with systems support as required
- To represent Sodexo in a professional manner whilst challenging other stakeholders where appropriate
- Promote and practice Health and Safety on site
- Continual communication with Sodexo line management
- Provide cover as and when required for the Experiencia Team
- Any other related and reasonable requests for action

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.

- Drive continuous improvement in sitewide standards or cleanliness
- Ensure transparent monitoring results, qualitative and quantitative
- Ensure patient dignity is maintained and Trust policies are adhered to at all times

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

Essential

- Ability to articulate well and explain findings
- Excellent interpersonal skills
- Ability to be an effective team player
- Flexible with the ability to work under pressure
- IT literate to a high standard, Microsoft packages
- Ability to work on own initiative

Desirable

- Practical knowledge of an IT quality management system
- Experience of managing performance and quality assurance systems within a rigid contractual framework

- Knowledge of domestic services
- Experience working in a monitoring role and/or in a healthcare environment
- Knowledge of Ambinet

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	
▪ Commercial Awareness	
▪ Employee Engagement	
▪ Learning & Development	

9. Management Approval – To be completed by document owner

Version	1.8	Date	11/03/2024
Document Owner			