

Job Description: Data & Reporting Lead



Function:	Sodexo Health & Care
Job:	Data & Reporting Lead
Position:	Contract Data & Reporting Lead
Job holder:	Vacant
Date (in job since):	TBC
Immediate manager (N+1 Job title and name):	Head of Compliance & Contract Performance
Additional reporting line to:	Business Director at Queens Hospital, Romford
Position location:	Hybrid option available: 2 days on site, 3 days working from home Queens Romford, Rom Valley Way, Romford RM7 0AG

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

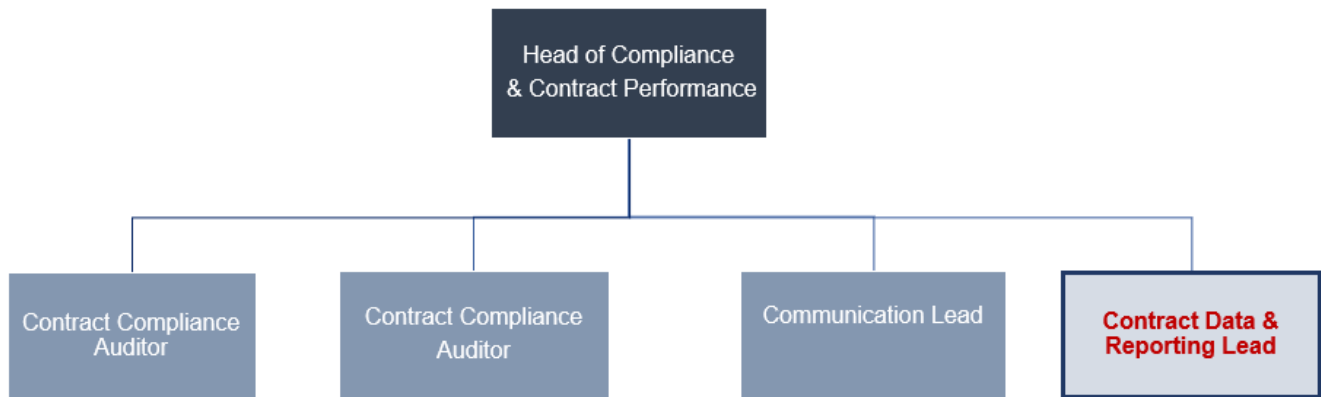
- The purpose of Contract Data & Reporting Lead is to own, manage and analyse all information and data on Queens account; using this information and data to analyze performance & compliance shortfalls and forecast and provide operational recommendations from trend analysis
- The role will sit within the Compliance & Contract Performance function of Queens account and will report directly to Head of Compliance & Contract Performance
- In this role, you will act as a 'gate keeper' of all measures on Hard and Soft FM services delivered by service delivery team to capture self – monitoring measurement of PIs, PFI, statutory and legislative compliance and performance
- As the contract subject matter expert, you will communicate to the wider team in respect to adoption of best practice and any operational changes regarding the system solutions and will interface with all users of the systems to ensure users are fully trained
- You will create and lead all business reporting requirements and you will support stakeholders ahead of governance and internal leadership meetings and will oversee management of information within the CAFM - Maximo and Task Management System – CARPs and auditing system – eCAT, including the collection and analysis of data in relation to contractual compliance of Hard FM and Soft FM related tasks

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 FY17:	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	
	EBIT margin:	tbc			Outsourcing growth rate:	n/a	HR based on site	Yes
	Net income growth:	tbc						
	Cash conversion:	tbc						
Characteristics	<ul style="list-style-type: none"> ▪ Experienced Systems, Data and Process Manager in Facilities Management preferably with proficient knowledge of Maximo CAFM system, and Task Management System – CARPs and Power BI reporting in order to lead an in-house delivery of best practices in the end-to-end process ▪ Expert user of Microsoft office applications – Excel, Word, PowerPoint ▪ To understand systems across the account i.e. eCAT, P3rform, SAP, SALUS, SMS ▪ To be regarded by peers and stakeholders' group as the subject matter expert and as a trusted Data manager to support the FM areas and track the results ▪ To develop and be accountable for maintaining Share-Point and all process work stream documentation 							

- To ensure risks and impact are highlighted to maintain continuous and compliant contract delivery
- An active continuous improvement and innovation plan is in place, continuously refreshed with SME's and members of contract SLT
- To demonstrate ongoing, proactive approach to learning, including incorporating and sharing new knowledge and skills into your regular on the job activities
- To plan and prioritise workload and tasks effectively for self and others to minimise reactivity, maintain a work life balance and ensure the right number and calibre of personnel are allocated to logistics tasks
- To ensure, the contract is always 'audit ready' from reporting perspective by driving performance of the contract via utilizing performance tools, ensuring best practices and consistencies through the contract
- The role requires interfacing with all users of the system to ensure users are fully trained
- Maintain formal and informal communication with Trust and Project Co managers related to services activities/ working group

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.

- Exchange, interpret, analyse, and calculate complex information and communicate to specialists and non-specialists i.e. analyse of CARPs, eCAT, SMS and Maximo data to measure performance and compliance on a regular basis
- Analyze Performance & Compliance shortfalls and recommend solutions to Head of Compliance and Contract Performance, proposing changes to practices and procedures in all compliance areas
- Use of IT systems to include the CAFM, SharePoint, CARPs and subcontractor systems to provide, monitor and report data within the Quality Assurance and other management reporting systems
- To work closely with Head of Compliance & Contract Performance, and Contract Compliance Auditors on PIs measures and audits outcome via daily, weekly, monthly, ad hoc reporting and comply all records on Performance Indicators compliance and PFI service delivery obligations
- To take a lead of PFI Performance report in relation to both Hard and Soft FM discipline
- Enhance operational performance by conducting detailed analysis of Soft and Hard FM Performance, generating Performance Report, and presenting findings to site SLT team and other critical stakeholders
- Ensuring all governance reporting is produced and any necessary improvement plans in place when off track via internal meetings
- Ownership of system improvements which will deliver additional value and to undertake bespoke system data analysis to drive value

- Act when there are failures in compliance, deadlines or initiatives and report these to technical managers to build and develop performance
- Initiating extra activities and other management interventions wherever gaps in the process are identified or issues arise as appropriate
- Taking ownership of creating, developing, and maintaining Queens Share-point
- To ensure all contractual documentation is kept updated
- Ownership of system improvements which will deliver additional value and to undertake bespoke system data analysis to drive value
- To work alongside a dedicated Compliance team to continually look for opportunities to improve processes and services delivered to all stakeholders
- To ensure, that any issues identified with the system are reported to the system provider in a timely manner
- To ensure the system is free from error and uncertainty
- To contribute to delivery of a first-class service to all customers (internal & external), ensuring that tasks are resolved quickly and cost effectively
- To ensure the needs of all stakeholders are identified, communicated, and acted upon as appropriate, in line with correct processes and protocols

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

- Responsibility for collecting, managing, and maintaining a consistent and accurate set of data, utilising account and organisational system solutions which can be used to make reliable and informative conclusions by the business
- Developing procedures for data sharing, evaluating the integrity of databases and continuously improving data management strategies, ensuring that data security and confidentiality is always maintained
- Undertaking, collating, and analysing contractual metrics and producing contractual, routine and ad-hoc reports from Sodexo and the client group
- Development of templates and collation of data and information that contribute to the monthly governance meetings and PFI performance report at site and regional level
- Proactively track and report monthly site completion of contractual reporting prior to target dates, ensure accuracy and consistency of data
- Assist Head of Compliance & Contract Performance in transition of 'paper reporting' to Power BI
- Coordinating account move to DMS – Document Management System
- Management of risks and issues, ensuring business and services continuity throughout
- Maintaining all process work stream documentation
- Highlighting any issues or risks which may impact the successful delivery on the contract
- Lead on continuous improvement including tools, processes, costings and communication plan
- Perform Ad hoc queries for management, generate reports and databases for them to be able to present and track any issues found
- Contribute to local team meetings and work towards meeting objectives
- Provide professional support to all staff, colleagues, Trust representatives in order to develop a "team" approach
- To lead by example, promoting positive and professional behaviours
- To ensure, that health and safety is given the number one priority
- Work with Central Service Ops to help measure Performance & address any issues
- To deliver specific training relating to system usage or related business processes

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.

- 100% accurate data in all system solutions used by Sodexo account team as well as 100% accurate data which is shared with the key stakeholders and client group as part of contract reporting
- All Performance Reporting packs are generated each month and within agreed time frame
- All risk areas are highlighted to Head of Compliance & Contract Performance in a clear and structured way indicating any possible failures prior to month end

- Systems required for operations are integrated into the account to ensure efficiency within the operational team
- Develop and track Governance information, trending and escalations
- Assist in compiling audit evidence for Contract Performance Monitor/ External Specialists/ Authorities
- To conduct review and feedback of documented policies, procedures, frameworks and systems to help identify measure, monitor and report on compliance
- Internal Stakeholders are kept informed and are alerted of any areas for concern prior to PFI and Internal governance meetings
- Contract SharePoint represents the up – to date documentation
- Account will grow through organic growth

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

Essential

- Proven experience within a similar role
- Proficient in Microsoft Office, particularly Excel, with advanced-level skills in managing and organizing extensive data sets, utilising pivot tables
- Previous experience using SharePoint and CAFM systems
- Must be able to demonstrate good verbal and written communication skills with good level of mathematical skills
- Ability to lead and facilitate workshops and sessions driving performance
- Maximo superuser
- Quick learner with a passion for software technologies and ability to understand
- Strong presentation development skills (creation)
- Proficient with business analysis techniques: techniques which help in modelling and understanding a business and its operation
- Proficient in progress reporting: methods and techniques for reporting progress Proficient in reporting and analysis methods
- Confident, capable and able to assess situations
- Self-motivated and able to adapt to changing priorities
- Able to demonstrate an aptitude for problem solving using a logical approach
- Confident and logical under pressure but must understand urgency and respond accordingly
- Good understanding of Health and Safety at Work regulations
- Be Resilient and create clarity of thought under pressure
- Good judgment skills
- Work in a fast paced, changing environment
- Willingness to learn and develop skill set

Desirable

- Previous experience within a Health Service context
- Demonstrating maturity in working with complex client setting
- Any specialist knowledge relevant to the health care environment.
- Power BI Experience
- Project Management Experience

Other relevant information

- To attend meetings and training courses as requested
- Occasional travel could be required within UK however, where we are able, we greatly promote the use of the video conferencing where appropriate
- This job description is intended to give the post holder an appreciation of the role envisaged and the range of duties and responsibilities to be undertaken. It does not attempt to detail every activity. Specific tasks and objectives will be agreed with the post holder at regular intervals. The post holder will be required at all times to perform any other reasonable task, as requested by the Line Manager in order to meet the operational needs of the business.

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

<p>Relationship Management</p> <ul style="list-style-type: none"> ▪ Develops relationships based on mutual respect and professionalism ▪ Seeks win-win outcomes with others ▪ Offers and asks for help when needed ▪ Keeps promises made to internal and external clients 	<p>Leadership</p> <ul style="list-style-type: none"> ▪ Takes responsibility when needed ▪ Acts with initiative ▪ Demonstrates energy and enthusiasm
<p>Resilience</p> <ul style="list-style-type: none"> ▪ Accomplishes set goals ▪ Demonstrates a constructive approach when faced with obstacles ▪ Committed to delivering the tasks required ▪ Resourceful and self-driven 	<p>Impact & Influence</p> <ul style="list-style-type: none"> ▪ Communicates effectively ▪ Is a good listener ▪ Keeps an open mind when listening to the view or ideas of others ▪ Makes a confident contribution in all situations
<p>Working With Others</p> <ul style="list-style-type: none"> ▪ Works effectively as part of a team ▪ Shares ideas and information with the team ▪ Responds helpfully and courteously to requests for information or help 	<p>Planning & Organisation</p> <ul style="list-style-type: none"> ▪ Priorities workload effectively ▪ Plans in activities to meet the needs of others ▪ Is thorough and shows attention to detail ▪ Proactively plans use of time to minimise reactivity ▪ Maintains work life balance
<p>Results Orientation</p> <ul style="list-style-type: none"> ▪ Delivers against agreed SMART objectives in line with defined plans and dead- lines ▪ Ensures key priorities are given time and attention ▪ Uses agreed processes to get the job done in the right way ▪ Shows attention to detail 	<p>Financial & Business Awareness</p> <ul style="list-style-type: none"> ▪ Numerate ▪ Reviews own activities to ensure cost effectiveness ▪ Keeps up to date with business developments ▪ Uses company tools to measure performance
<p>Analysis & Decision Making</p> <ul style="list-style-type: none"> ▪ Makes appropriate decisions ▪ Speaks confidently and coherently ▪ Is able to analyse problems and propose suitable solutions ▪ Is open to new ways of doing things 	<p>Continuous Improvement</p> <ul style="list-style-type: none"> ▪ Seeks to continuously improve outputs for the benefit of the business ▪ Actively drives own development ▪ Learns from experience ▪ Has a curiosity to explore beyond known boundaries ▪ Constantly raises the standard and quality of work, benchmarking against best practice

9. Management Approval – To be completed by document owner

Version	1	Date: 09 th October 2024	
Document Owner	Ewelina Włodarczyk		

10. Employee Approval – To be completed by employee

Version	1	Date	
Job holder's signature			