

Job Description: Performance & Compliance Coordinator

Function:	Hard FM Healthcare
Position:	Performance & Compliance Coordinator
Job holder:	Vacant
Date (in job since):	TBA
Immediate manager (N+1 Job title and name):	Shauna Gemzala – Data & Performance Lead
Additional reporting line to:	Joanne Dearden – Quality & Compliance Manager
Position location:	Manchester University NHS Foundation Trust

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

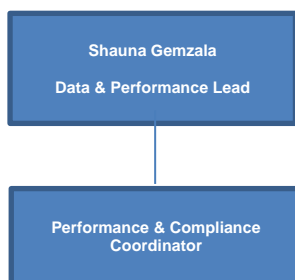
The Performance & Compliance Coordinator will be responsible administering the systems and reporting procedures to ensure all recommended modifications are actioned as directed by the site management team and service operations. The aim of this role will be to improve efficiency and reduce operating costs and determine appropriate procedures for operations and labour management.

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:	£tbc	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	tbc
		EBIT margin:	tbc			Outsourcing growth rate:	n/a	HR in Region	tbc
		Net income growth:	tbc						
		Cash conversion:	tbc						

Characteristics

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
- Have specialist administration skills and experience within a maintenance environment.
- Collect all data and information required by technical management and to present data and information in standard formats to technical managers.

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

Reporting & Analysis

- Collate and consolidate information from managers for inclusion in contractual reports.
- Analyse performance and compliance gaps, recommending actionable solutions to the Performance & Data Lead and Compliance Manager.
- Support Central Service Operations in measuring and reporting performance metrics.
- Assist in the preparation of bi-weekly Performance Dashboards, Monthly Performance Reviews (MPR), and Trust Challenge Reports.
- Conduct ad-hoc queries, generate reports and databases to support management in tracking and resolving issues.

Systems & Data Management

- Perform asset management duties on-site in alignment with team objectives.
- Ensure SharePoint is accurately maintained and effectively used by administrative and operational staff.
- Monitor and report on engineering labour data, presenting findings to operational leads, management, and key stakeholders.
- Make updates to the CAFM system to ensure Planned Preventative Maintenance (PPM) job plans and schedules remain contractually compliant.
- Use IT systems including CAFM, SharePoint, and subcontractor platforms to provide, monitor, and report data within Quality Assurance and other management systems.

Compliance & Quality Assurance

- Assist in compiling audit evidence for Contract Performance Monitors, external specialists, and regulatory authorities.
- Act promptly on compliance failures, missed deadlines, or underperformance, escalating issues to technical managers.
- Provide administrative support to the Compliance Team and act as contingency for the Quality Assurance Officer when required.

Collaboration & Communication

- Contribute actively to local team meetings and support the achievement of team objectives.
- Maintain effective communication with Trust managers and develop strong working relationships with clinical and non-clinical staff at all levels.
- Provide professional support to colleagues, Engineering Supervisors, and Trust representatives to foster a collaborative team environment.

Health & Safety

- Ensure safe working practices and adherence to safe systems of work at all times.

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

- Demonstrable experience in a similar role, ideally within Hard Facilities Management
- Strong interpersonal skills with the confidence to engage and influence stakeholders across all levels
- Highly self-motivated with the ability to adapt swiftly to shifting priorities and demands
- Proficient in using SharePoint and Computer-Aided Facilities Management (CAFM) systems, particularly Maximo
- Analytical thinker with a logical approach to problem-solving and decision-making
- Calm and composed under pressure, with a clear understanding of urgency and the ability to respond appropriately
- Willingness to attend internal and external training courses as required
- Solid understanding of Health and Safety at Work regulations and their practical application
- Advanced proficiency in Microsoft Excel, including expertise in managing large datasets, Pivot Tables, Charts, and VLOOKUP functions
- Excellent verbal and written communication skills, complemented by strong numerical ability

Desirable:

- Previous experience working within a healthcare or NHS environment
- Possesses specialist knowledge relevant to healthcare facilities and operational environments
- Recognised as a Maximo Super User, with advanced system navigation and reporting capabilities
- Hands-on experience with Power BI, including data modelling, dashboard creation, and performance reporting

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
- Rigorous management of results
- Brand Notoriety
- Commercial Awareness
- Employee Engagement
- Learning & Development
- Leadership & People Management
- Innovation and Change
- Business Consulting

9. Management Approval – To be completed by document owner

Version	Version 1	Date	September 2025
Document Owner	Shauna Gemzala		

10. Employee Approval – To be completed by employee

Employee Name		Date	
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