

Job Description

Compliance & Performance Manager

Function:	Operational
Position:	Compliance & Performance Manager
Job holder:	TBC
Date (in job since):	TBC
Immediate manager (N+1 Job title and name):	Site Director
Additional reporting line to:	Central Commercial Team
Position location:	Hereford County Hospital

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

- Business unit lead for governance, ensuring compliance with statutory, mandatory, contractual and corporate obligations.
- Monitoring business unit compliance and performance.
- Managing integrated management system and contractual monthly reporting.

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

- Management of the compliance function and associated team/s, including all people management accountabilities
- Monitoring employee competence and application of the EPA/PER process, including identification of opportunities/requirements for development/training, ensuring application of the performance management process to achieve required outcomes.
- Business unit lead for governance, ensuring compliance with relevant statutory, mandatory, contractual and corporate obligations and best practice.
- Business unit lead for quality management, responsible for ensuring adherence to and enforcement of the site quality policy and procedures
- Business Unit lead for the Experiencia Platform, Helpdesk and Switchboard functions
- Development, implementation, management and review of integrated management systems and associated documentation (policies, procedures, etc) to ensure evidence of compliance is maintained and available, and that documentation is suitable and sufficient for the intended purpose.
- Management and monitoring of business unit performance through the preparation of audit schedules, conduct of internal audits and the provision of reports.
- Escalation of performance issues with Heads of Service, and notification to Business Director, to ensure action plans formulated and appropriate corrective/preventative actions implemented by the responsible management team. Monitoring of action plans to evidence timely completion and to ensure compliance.
- Monitoring employee adherence to prescribed practices, including communicating findings with the relevant manager so they can action and deliver the necessary improvements.
- Provision to support with employee relations activity
- Co-ordinate with the Health Safety & Risk Manager for corporate and external safety audits.
- Co-ordinate with the Health Safety & Risk Manager for the management of operational risks, including the development and maintenance of risk registers and contingency and emergency plans.
- Management of compliance and performance reports.
- Management of contractual reports and submissions to ensure compliance and within timescales.
- Ensure business unit compliance with operational procedures through the preparation and delivery of training, Establishment and maintenance of effective communications and relationships with key project stakeholders. Attendance at meetings (project and corporate), ensuring actions are monitored and progressed to resolution. Participation in and contribution to Sodexo forums, initiatives and training,
- Any other duties as may be reasonably required.

3. 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.

- Management of business unit compliance.
- Management and monitoring of business unit performance.
- Development, implementation and review of integrated management systems and associated documentation, to ensure compliance with obligations and best practice.
- Management of operational risks.
- Management of contractual reporting and submissions.

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

Essential

- Experience of conducting audits and preparing audit reports and action plans. Experience of liaising with internal stakeholders' auditors.

- Articulate and confident communicator (both verbal and written), with the ability to develop and maintain effective working relationships.
- Experience of working with integrated management systems (ISO or equivalent), Proactive and pragmatic approach to issue resolution.
- Commercially astute.
- Proficient IT user, data analyst and report writer

Desirable

- Experience and thorough understanding of working within a PFI environment. Experience of working with the Healthcare sector
- Health and Safety qualification.
- Food Safety qualification.
- Experience of liaising with regulatory bodies (i.e., HSE) and external auditors.
- Environmental qualification.

Received:

Date:

Date:

Job holder

Immediate Manager