

Job Description:

**Compliance and Monitoring Administrator**

**Co-ordinator**

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| Function: | Governance  |
| Job: | Compliance and Performance Administrator |
| Position: | Compliance and Performance  |
| Job Holder: |  |
| Date (in job since): | Not Applicable |
| Immediate Manager: | Head of Compliance and Performance  |
| Additional reporting line to: |  |
| Position Location: | Hereford County Hospital |
| 1. Purpose of the Job |
| * Administration of compliance with relevant statutory, mandatory, contractual and corporate obligations and requirements across Hard FM and Soft FM Services. Monitoring of the business unit compliance and performance and the provision of statistical analysis and reports as required. Responsible for the administration of the integrated management system and record management of our CAFM system. Administration support to the helpdesk, estates and technical services functions.
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| 2. Dimensions |
| Revenue FY21: | tbc | EBIT growth: | Tbc | Growth type: | NA | Outsourcing rate: | NA | Region Workforce | tbc |
| EBIT margin: | Tbc |
| Net income growth: | Tbc | Outsourcing growth rate: | NA | HR in Region  | tbc |
| Cash conversion: | Tbc |
| Characteristics  |  |

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| 3. Organisation Chart |
| **Head of Performance and Compliance** **Compliance and Monitoring Administrator** |

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| 4. Main Assignments |
| * Data entry and management of our CAFM system ensuring work logs and recorded, updated and completed in line with relevant procedures.
* Identify any anomalies/inaccuracies within records and ensure rectifications are implemented in a timely manner.
* Ensure relevant documentation is attached to work logs to ensure completion and closure in line with correct policies and procedures.
* Ensure any non-conformity to process is raised with the relevant manager to investigate.
* Monitoring of requests to include timely escalation of potential and actual breach of target response times.
* Adherence to systems in place for maintaining service records.
* Establishment and maintenance of effective communications and working relationships.
* Participation in and contribution to Sodexo forums, initiatives, and training.
* Any other duties as may be reasonably required.
* Monitoring of business unit performance through the conduct of internal audits and performance monitoring in accordance with audit schedules and contractual monitoring requirements.
* The preparation of action plans and the monitoring of identified actions to completion.
* Preparation and issue of compliance and performance management reports to ensure submission within timescale.
* Provision of monthly and ad hoc risk and/or safety reports as required.
* Preparation of corporate safety and training returns.
* Administration of the Duty Holder Matrix/Training Matrix and associated documentation, including the provision of timely notification to management of actions required to ensure continued compliance.
* Administration of the integrated management system 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.
* Attendance at all relevant meetings as required.
* Provision of helpdesk and switchboard support as may be required.
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| 5. Accountabilities |
| * To ensure upmost accuracy of data entered into our CAFM system.
* To ensure all records are updated and completed in a timely fashion, in line with relevant policies and procedures.
* To ensure any non-conformity is raised and the appropriate rectification sought and applied in line with relevant standards.
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| 6. Person Specification |
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| **Essential*** Articulate and confident communicator, with the ability to develop and maintain effective working relationships.
* Strong customer service skills.
* Proficient in the use of IT systems.
* Attention to detail, with a commitment to continuous improvement and service excellence.
* Flexible and adaptable approach to working within the changing needs of the business.

**Desirable*** Experience of working with CAFM systems, such as Global Maximo.
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| 7. Competencies |
| * Client and Customer Satisfaction/Quality of Services Provided
* Rigorous Management of Results
 | * Learning and Development
* Innovation and Change
* Brand Notoriety
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| 8. Management Approval |
| Version | 4.0 | Date | April 2025 |
| Document Owner | Vicky Higginson |