**EXPERTISE**

Job description

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| Function: | Government UK&I |
| Position: | CONTRACT Services AUDITOR |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager  (N+1 Job title and name): | Suzanne Webb HSEQ Manager |
| Additional reporting line to: |  |
| Position location: | Colchester Garrison PFI |

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| 1. Purpose of the Job – State concisely the aim of the job. | | | | | | | | | | |
| * To provide timely and accurate compliance audits in accordance with the contracted requirements. * To compile monthly reports of your findings for analysis and review with the management team * In conjunction with the HSEQ Manager to follow up the agreed corrective actions have been implemented * To deliver Service Excellence to your colleagues and clients.   *It is sometimes easiest to complete this section last after giving thorough consideration to all aspects of the job. As with accountabilities statements there needs to be an end result.* | | | | | | | | | | |
| 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 FY13: | €n/a | | EBIT growth: | tbc | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | tbc |
| EBIT margin: | tbc |
| Net income growth: | tbc | Outsourcing growth rate: | n/a | HR in Region | tbc |
| Cash conversion: | tbc |
| Characteristics | | 50,000 samples are required to be taken every month to support the contract self-audit  requirement. | | | | | | | | |

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| 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. Please show the job titles not the actual people doing the role, i.e. Finance Manager, Project Manager |
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| **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. |
| * Interface with the clients in accompanied audits where failures occur or are contested * Interface with the managers and front line employees with audit results in Improvement Reports highlighting areas of failure * Audit to contract Service Standard Statements maintaining objectivity and impartiality but all guided by   policy and procedure.   * Compliance with HASWA,JSP456,JSP375 |
| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Complete service audits to ensure compliance of the services as required within the Service Standard Statements as directed by the IT system audit platform. * Adhere to timescales for collection of sufficient samples on a monthly basis * Conduct accompanied audits with and as directed by the clients (CMT & RMPA) * Conduct Internal audits to meet requirements of ISO Standards * Complete and compile other audits and the findings as required * Raise Improvement Reports to highlight areas of failure and communicate these for action as relevant * Record, monitor and review Improvement Reports and follow up action – update central register * Compile monthly service audit findings for reports to the client and Sodexo management team * Undertake Unit Business Health Checks in accordance with company procedures * Highlight and report any health and safety issues encountered during audit activity * Liaise with the clients, Messing Committee and others as required. |
| 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. |
| * Ensures compliance to the timescales and sample number parameters to meet the requirements of the contract * Maintains client visibility and confidence in the audit process for Service Standard Statements * Creates and maintains a database (register) that tracks the corrective actions required and taken in connection with audit failures. * Follows through to check actions taken in response to audit findings are correctly implemented |
| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Good level of numeracy/literacy and an effective communicator as part of team * Driven by quality, providing highest standards of service at all times * IT skills for data entry * Ability to establish and maintain positive working relationships at all levels * Ability to prioritise work and deliver to tight deadlines * Good organisational skills for administrative record keeping * Good communication skills with the ability to provide concise information * Experience or knowledge of catering and cleaning environments * Familiarity with internal audit process to ISO standard |
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| 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 | * Focussing on the Client and Customer | | * Rigorous management of results | * Industry acumen | | * Analysis and decision making | * Leading excellence | | * Commercial Awareness |  | | * Innovation and change |  | | * Brand notoriety |  | |

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| 9. Management Approval – To be completed by document owner |
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| 10. Employee Approval – To be completed by employee |
| |  |  |  |  | | --- | --- | --- | --- | | Employee Name |  | Date |  | |