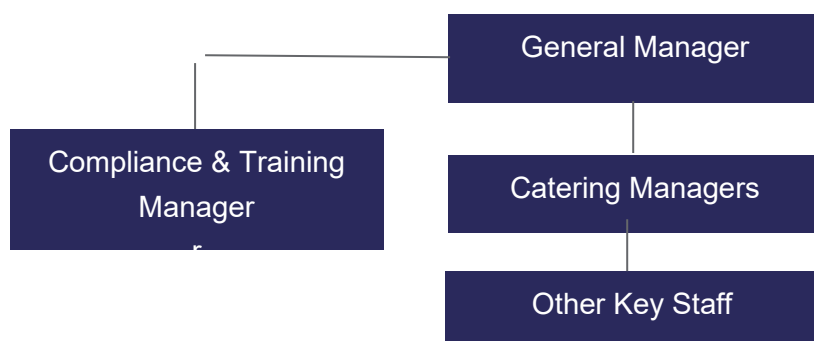


JOB DESCRIPTION

Position Title	Compliance & Training Co-ordinator	Department	Catering
Reports to	General Services Manager	Location	BWC Sites

ORGANISATION STRUCTURE



Job Purpose

- To provide efficient and effective support in the compliance of key process & systems including health & safety, food safety, allergen management, training, cash, and contract compliance
- To maintain and improve the required service levels for Food Safety and Health & Safety as determined by subject matter experts
- Development and maintenance of procedures to support the compliance of the contracts
- Liaise with client regarding operational processes and audits
- Coordinate and summarise audits pertaining to safety & compliance
- Develop efficient and effective training solutions to support operational process changes
- Provide all necessary administration support

Principal Responsibilities or “what you have to do”

- Work with the Sodexo management team, supervisors, staff and liaise with client staff to achieve and maintain the required mandatory and service standards
- Adherence to the Food Safety Act 1990 and Health & Safety Act 1974 and other guidelines as laid down by Sodexo as listed in the Safety Management System
- Maintain the integrity and reputation of Sodexo through the onsite team by effective communication and networking
- Be aware of and maintain the duty of confidentiality at all times
- Monitoring of quality and performance of all staff and practices with regular meetings with the management team

- To assist in preparing for and running of training and briefing sessions for managers and staff on personnel practices, health & safety and food safety.
- Co-ordinate monthly Health & Safety Meetings
- To maintain a quality assurance system for all areas ensuring concise benchmarking in all aspects of Food Safety Compliance in line with the Safety Management Systems
- Ensure compliance of the safety Management System by regular reviews of the HACCP system including electrical equipment register and checklist, Gas equipment register and checklist, First aid checklist, Fire safety, Pest management, Waste management and checking the safety management for updates.
- To maintain the quality assurance system for Chemical Management including all aspects of COSHH and IOSH
- Complete and update where necessary the Business Continuity Plan
- Completing company updates communicated via Sodexonet
- Ensure a culture of continuous performance improvement throughout the department
- Provide operational training, supporting the supervisors and key staff with knowledge and understanding of Sodexo's processes and procedures in line with Safeguard, local EHO and trust H & F S advisors
- Promote a culture of engaged employees to enable continuous performance improvement throughout the team

Key Performance Indicators (KPIs) or “What it will look like when you are doing the job well”

- Site fully compliant with health & safety and food safety legislation & Sodexo processes and procedures
- Cash compliance and Business Unit Health Checks fully compliant
- Food management systems fully compliant (drive, saffron)
- An informed site team understanding where the gaps to compliance are
- Operational compliance in all areas
- An engaged work force
- Consistency in service level quality.
- Meet/exceed client expectation re. partnership working

Skills, Knowledge and Experience

Essential

- Previous experience in a catering environment
- Literate & Numerate and developed administrative and computer skills
- Good presentation skills
- Good Interpersonal skills and the ability to communicate effectively with customers, clients and staff
- Ability to work well under pressure
- Positive approach to learning in role
- Self-motivated
- Ability to work effectively as part of a team
- Flexible approach to role
- Experience in delivering training

Desirable

- Experience of managing a quality assured system and conducting quality assurance audits preferably within a hospitality environment
- Experience of coaching employees within a service environment
- Hardworking and resilient

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Document owner	General Manager		