**EXPERTISE**

Job description

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| Function: | Government |
| Position: | quality and compliance lead |
| 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 plan, organise and manage the internal and external auditing function for the Colchester PFI operational business area, ensuring close out of improvements are adhered to within stipulated timelines * To ensure standards of service detailed in the service level agreement, KPIs and within the schedules of the contractual terms and conditions are achieved, maintained and developed with non-compliance identified, providing support to units in understanding audit requirements for their contractual service * To promote the ethos of continuous improvement across the whole contract * To coordinate and support the HSEQ Manager with any external audits planned * Provide support for client complaints process working with operational teams to ensure close out of issues meet the required timelines * To work with HSEQ Manager to track and monitor project risks through data analysis of audits * Identify areas for improvement within the contract through analysis of audits and customer feedback | | | | | | | | | | |
| 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 | |  | | | | | | | | |

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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. |
| * Comply with all legislative requirements * Adhere to any local client site rules and regulations * Role model safe behaviour * Travel and overnight stay may be required to undertake training and other business requirements * Unsociable hours in line with business requirements may be required * Collaboration with all other site department managers to ensure the effective managements of the site overall * Effective collaborative working with Sodexo external partners, DIO employees and MoD consumers and personnel * Ensure all practices are in line with Sodexo policies and procedures and those set out within Health and Safety and Food Safety guidelines /legislation * To act as a site subject matter expert (SME) for ISO Standards where appropriate, to support other department managers and departments, offering guidance and support where required on audit requirements for their contracted service |
| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * To maintain an integrated management system audit programme for Quality Standards to ensure all units are audited within a defined period through effective deployment of trained auditors within the contract * To report on the performance of the audit programme, ensuring it reflects current legislation, best practise and company policy to the HSEQ Manager and the wider HSEQ team * To support the HSEQ Manager with Segment Quality Projects and where requested take the lead in   delivering changes to the wider contract   * Review legislative compliance with the support of the wider HSEQ team to ensure that all aspects of the business are conducted in accordance with all relevant statutory requirements * Complete internal audits to ensure compliance of the services as required within the Service Standard Statements and external certifications * To use and analyse data to establish trends and areas for improvement * To support the HSEQ team in the use of the CAFM system QFM * Provide support and guidance to units regarding audit requirements for their contracted service to ensure contract compliance * Raise Improvement Reports to highlight areas of failure, observations & opportunities for improvement and communicate these for action as relevant * Work with operational managers to ensure client complaints are dealt with within defined timescales, defining areas for improvement and driving those actions to completion * To support the HSEQ manager and wider HSEQ team, undertake reviews to identify areas for improvement * To maintain excellent client/customer relationships * To attend team briefs, huddles and meetings as required * To continue to develop one’s own skills and knowledge within the position, including any required training courses * To carry out any other reasonable tasks and /or instructions as directed by management |
| 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. |
| * Meet auditing targets as defined in the contract * Report any non-compliance to process, procedure or legislation via correct channels * Identify and drive business improvement initiatives as appropriate * Ensuring all non-conformity reports are completed within the stated timeframe * Contribute to the delivery of the Colchester PFI business strategy |
| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| Essential:   * Lead Auditor qualification for ISO 9001 * Good level of numeracy/literacy and an effective communicator as part of team * Driven by quality, providing highest standards of service at all times * Ability to establish and maintain positive working relationships at all levels * Level 2 Food Safety (CIEH) and Level 2 Health and Safety (IOSH) qualification (or equivalent)   Desirable:   * Experience or knowledge of Facility Management contracts * Familiarity with internal audits * ISO 14001 and 45001 knowledge |
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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 |  | |