**EXPERTISE**

Job description

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| Function: | Government |
| Position: | CONTRACT Services AUDITOR (M&E) |
| 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 deliver internal and contractual audit requirements in an integrated facilities management environment providing and applying knowledge of mechanical, electrical and building services engineering * 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 * Providing effective contract and business support in line with statutory requirements, Sodexo policies, procedures, ISO and industry standard certifications, licenses and best practices * 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 | | * Sample sizes for contractual audit pre-determined as a percentage of overall planned/reactive maintenance | | | | | | | | |

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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. |
| * Understand the drivers and failure criteria for each of the two distinct contracts (HFM and SFM) * 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 contractual standards, maintaining objectivity and impartiality but all guided by policy and procedure * Compliance with HASWA,JSP456,JSP375 * Operate to ISO 9001, 45001 and 14001 |
| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Conduct audits to monitor service compliance in accordance with contractual SLAs, company procedures, best practice, legislative and statutory requirements. Audits will generally relate to projects and planned or reactive maintenance works but may also cover a range of IFM services * Utilisation of CAFM systems to plan internal audits to include:   + Generation of audit schedules   + Collation of auditable records in advance of audits   + Arrangements for access to buildings in accordance with security protocols   + Scheduling audit dates around the client’s availability   + Collating audit record packs to support each audit element   + Where required upload information to portable hand held electronic devices and associated auditing applications * Adhere to timescales for collection of sufficient samples on a monthly basis * Conduct accompanied audits with and as directed by the clients (CMT & RMPA) * 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 – liaising with HSEQ Coord to ensure updates are captured * Compile monthly service audit findings for reports to the client and Sodexo management team * Highlight and report any health and safety issues encountered during audit activity * Working understanding of Health & Safety statutory and ACOP requirements, including COSHH, water safety, LOLER, PUWER, working at height, CDM 2015, electrical (HV/LV), gas safety including F-Gas, pipeline safety, asbestos, authorised and responsible persons, petroleum and confined space * Develop and maintain successful and positive relationships with stakeholders demonstrating knowledge of the complex contractual PFI environment within a military establishment |
| 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 the contract * All audit and non-conformance reports are completed in a timely, accurate manner and in compliance with contractual SLAs * Follows through to check actions taken in response to audit findings are correctly implemented * Audit data analysis reports, including trend reporting, are completed for management purposes within agreed timescales |
| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Proven experience working as an Internal Auditor within a mechanical, electrical, buildings and civil engineering FM (or IFM) environment * Operational experience as a Mechanical, Electrical or Building Services Engineer, for example operating as a multi skilled engineer undertaking planned maintenance, reactive fault finding and repairs within a Facilities Management environment * Experience of working in a mixed use building services environment and auditing a diverse range of service provision * Demonstrable experience of successfully conducting internal audits to monitor compliance in accordance with contractual SLAs, company procedures, best practice, legislative statutory requirements, etc * Demonstrable ability to provide technical assistance to both technical and non-technical persons within your identified discipline * An investigative and inquisitive mind, high attention to detail and the ability to deal with large amounts of data * Good level of numeracy/literacy/IT skills and an effective communicator as part of a team * A self-starter, with a positive and motivated approach, professional at all times. Driven by quality, providing highest standards of service at all times * Effective interpersonal and communications skills and the ability to influence, challenge and engage people during audits * Experience of using CAFM systems * Ability to prioritise work and deliver to tight deadlines * Understanding of ISO 9001, 14001 and 45001 * Working understanding of Health & Safety statutory and ACOP requirements, including COSHH, water safety, LOLER, PUWER, working at height, CDM 2015, electrical (HV/LV), gas safety including F-Gas, pipeline safety, asbestos, authorised and responsible persons, petroleum and confined space * Internal Auditor Qualification e.g. ISO Lead Auditor   Desirable:   * Experience of working within military environment * Experience within a PFI environment * H&S qualification |
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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 | * Contract Service Standards Auditing | | * 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 |  | |