ENR JoB description

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| Position Title | Compliance Manager  | Department | HSEQ |
| Generic Job Title | Compliance Manager  | Segment | Corporate Services  |
| Team Band | TBC  | Location | London |
| Reports to | UK HSEQ Lead | Office / Unit name |  |

## ORGANISATION StRUCTURE

1. **Role Responsibility**

**Compliance**

* To manage Compliance for the Shell HQ site IFM contract in Waterloo, London and 2 other small sites within the south as required.
* To work with service teams across the IFM and ensure all statutory and mandatory inspections and service records are recorded in the accounts CAFM system and any corrective or preventive works arising from such works are communicated, scheduled and completed accordingly.
* Ensure all statutory and mandatory obligations are understood, planned and completed across the IFM and recorded in the Accounts agreed CAFM system.
* Ensure all statutory inspections are conducted promptly in accordance with regulatory requirements, and that comprehensive records are accurately documented, securely maintained, and readily accessible for audit and compliance purposes
* Be responsible for the management and collation of information within the CAFM system, including the collection and analysis of data.
* Ensure compliance with relevant legislative and company standards within identified timescales and deadlines
* To periodically conduct audits and reviews across the contract, ensuring the execution of compliance standards are effectively understood and implemented.
* To examine and improve auditing processes across the Account.
* Manage subcontractor compliance and follow Sodexo’s vendor governance process.
* Ensure technical and legal compliance and audit readiness at all sites.
* Review and manage audit findings and develop plans to resolve open actions.
* Monitor Sodexo SSoW compliance across all disciplines.
* Inspect, monitor and support management of technical and compliance record library, both paper based and electronic (Shell ShareDrive).
* Propose changes to practices and procedures (in all areas) where gaps may be identified.
* Management of the Quality and Performance Monitoring systems and to ensure contract and commercial compliance
* Support with team training obligation

**Quality Assurance**

* Support in the Implementation of a QA System that is structured and in line with the requirements of ISO Standards
* Support in the implementation and management of the internal Quality Assurance audit program, producing summary of findings and recommendations to then drive improvements within the business.
* Ensure all departmental Quality Assurance records are accurately maintained, easily referenced and accessed and a review of all system non-conformance is undertaken, including corrective action
* Undertake and manage internal Quality Assurance audits, producing a summary of findings and recommendations to then drive improvements within the business.
* Ensure all departmental Quality Assurance records are accurately maintained, easily referenced and accessed and a review of all system non-conformance is undertaken including corrective action

**Training**

* Liaise with the site teams to ensure all training requirements are identified, completed and recorded accordingly and presented to client periodically.
* Support the teams to ensure all identified training requirements are included in the agreed training plan.

**Person Specification**

* Previous experience in a similar role & Proven experience within a Hard FM/ M&E environment
* Understanding and experience with CAFM systems.
* Ability to plan and achieve results in difficult situations and in limited timeframe
* Confident and adept communicator, with the ability to operate effectively at all levels
* Calm & logical under pressure but must understand urgency and respond accordingly
* Computer literate with knowledge of Excel and (other) software packages
* Good organisational /communication skills, able to integrate with different teams across the account.
* Understanding in ISO9000 Quality Management Systems
* NEBOSH / IOSH qualification desirable.