Job Description:
Quality Monitoring Officer

Function:	Health & Care
Job:	Quality Monitoring Team
Position:	Quality Monitoring Officer
Job holder:	Administrator (site-based)
Date (in job since):	
Immediate manager (N+1 Job title and name):	Patient Experience Ambassador
Additional reporting line to:	Performance and Projects Manager
Position location:	MFT – Oxford Road Campus

1. Purpose of the Job – State concisely the aim of the job.

- To undertake daily cleaning audits to ensure standard are maintained.
- To escalate rectifications and areas of concern in a timely manner.
- To build relationships with all key stakeholders to ensure and develop a collaborative approach to the continuous improvement of operational standards
- To cover/support other monitoring elements as required, i.e. patient experience surveys, food service observations and service KPI monitoring.

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:	€tbc	EBIT growth:	n/a	Growth type:	n/a	Outsourcing rate:	n/a
		EBIT margin:	n/a				
		Net income growth:	n/a			Outsourcing growth rate:	n/a
		Cash conversion:	n/a				

Region Workforce	n/a	Characteristics	▪ Strong attention to detail ▪ Ability to work to strict deadlines ▪ Excellent communication skills / at all levels ▪ Flexible, a need to be adaptable and adjust start times as required
HR in Region	n/a		

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.



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.

- During the course of the duties the postholder may have access to confidential or sensitive information which must not be shared to any unauthorised person or any relative at any time. In addition, GDPR must be adhered to at all times.
- Ensure safe practice to minimise the risks of infection to patients and staff in accordance with Trust policy and to raise all issues, hazards and concerns.

5. Main assignments – Indicate the main activities / duties to be conducted in the job.

- Undertake audits, patient surveys and monitoring checks accurately and efficiently as required.
- Be a subject matter expert on the monitoring systems, checklists and performance standards.
- To be knowledgeable on the required National Standards of Cleanliness and prescribed auditing protocols
- To be knowledgeable on all patient satisfaction surveys and service data collation.
- To support the Operational Management Team by providing accurate and timely monitoring data for the production of the Monthly Performance Reports and Performance Dashboards
- Liaise with relevant stakeholders on quality and performance issues, ensuring objective and transparent monitoring and adherence to performance standards
- Engagement with all key stakeholders with regards to monitoring results and corrective actions as required
- Comply with the Trust's infection control policies at all times.
- Troubleshoot IT issues in relation to monitoring software – liaise with systems support as required
- To represent Sodexo in a professional manner whilst challenging other stakeholders where appropriate
- Any other related and reasonable requests for action.

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.

- Drive continuous improvement in sitewide standards or cleanliness
- Ensure transparent monitoring results, qualitative and quantitative
- Ensure patient dignity is maintained and Trust policies are adhered to at all times

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

Essential

- Ability to articulate well and explain findings
- Excellent interpersonal skills
- Ability to be an effective team player
- Flexible with the ability to work under pressure
- IT literate to a high standard
- Ability to work on own initiative

Desirable

- Practical knowledge of an IT quality management systems
- Experience of managing performance and quality assurance systems within a rigid contractual framework
- Knowledge of domestic services
- Experience working in a monitoring role and/or in a healthcare environment

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	▪ Leadership & People Management
▪ Rigorous management of results	▪ Innovation and Change
▪ Brand Notoriety	
▪ Commercial Awareness	
▪ Employee Engagement	
▪ Learning & Development	

9. Management Approval – To be completed by document owner

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Document Owner	Ed Wedgbury		