

sodexo
QUALITY OF LIFE SERVICES

Function:	Queens Romford, Compliance & Contract Performance
Job:	Domestic Compliance Auditor
Position:	Compliance Auditor
Job holder:	Vacancy
Date (in job since):	
Immediate manager (N+1 Job title and name):	Domestic Quality & Compliance Manager
Additional reporting line to:	Head of Compliance & Contract Performance
Position location:	Queens Hospital, Romford

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

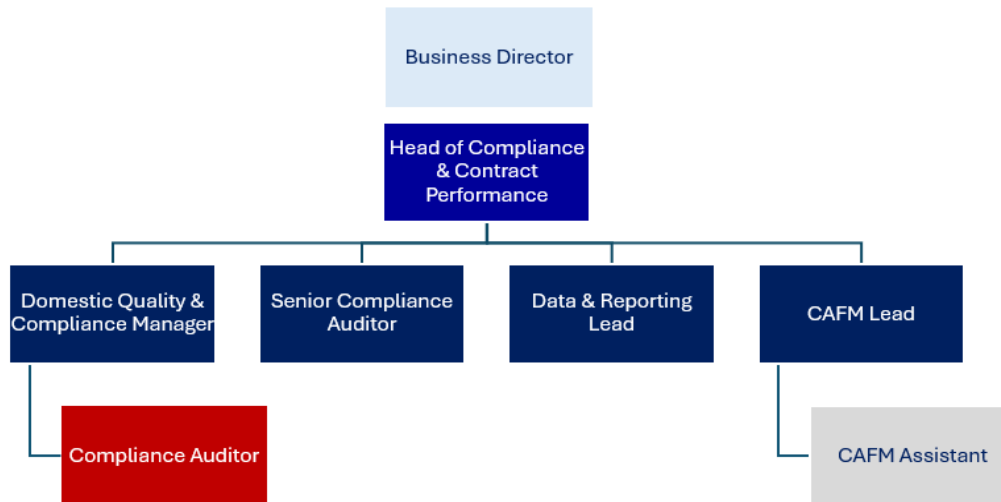
- Act as an internal safeguard officer, driving compliance culture amongst domestic operational team, raising conduct and compliance risk awareness
- Conduct cleaning audits and compliance assessments to evaluate cleanliness against the National Standards of Healthcare Cleanliness framework and Infection Prevention and Control (IPC) requirements to ensure full compliance across Queens hospital facilities
- Provide insight and feedback following audits, identifying best practice and address areas of concern and compliance shortcomings
- Monitor and report on domestic service performance against contractual obligations and set Performance Indicators
- Build and maintain effective working relationships with the Trust, Infection Prevention Control team, the clinical departments, and internal teams
- Maintain client visibility and confidence in the domestic audit process, ensuring you are seen as a trusted compliance auditor to the business
- Support the Contract Management team by identifying opportunities to enhance service delivery

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:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region	Workforce	tbc
		EBIT margin:	tbc							
		Net income growth:	tbc							
		Cash conversion:	tbc							
Characteristics - Queens Hospital is a premier acute hospital providing complex care and specialist services for the population of Outer North East London and Essex - The hospital opened in 2006 and Sodexo has been providing a full range of Soft and Hard FM services since then under PFI contract - There are 133 Key Performance Indicators, Sodexo's performance is measured against										

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.

Sodexo Compliance & Contract Performance Department at Queens Romford



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 National Standards of Healthcare Cleanliness framework and Infection Prevention and Control (IPC) requirements and all associated Trust and Sodexo policies and their practical implementation and daily adherence by the domestic team
- Understand requirements of domestic service' drivers and failure criteria – performance indicators and contractual obligations
- Audit to recommended standards, using the approved monitoring tool, maintaining objectivity and impartiality but all guided by policy and procedure & contract requirements
- Carry out regular compliance checks of cleaning schedules, the Control of Substances Hazardous to Health (COSHH) guidelines, and staff training records ensuring they are fully up to date
- Review corrective and preventive actions to address any deficiencies or risks identified during domestic inspections
- Monitor and drive performance against service performance indicators, working collaboratively with operational teams to achieve compliance targets and sustain the highest standards of cleanliness across all service areas
- Contribute in creating an annual domestic audit programme & service specific quality checks

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

- Conduct domestic scheduled audits to monitor service compliance in accordance with contractual obligations
- Carry out quality checks and internal inspections to measure service compliance including training completion
- Raise and issue Improvement Reports and Rectifications Records highlighting areas of immediate improvement and remedial works
- Build and maintain effective working relationships with the Trust, Infection Prevention Control team, the clinical departments, and internal teams
- Maintain client visibility and confidence in the domestic audit process, ensuring you are seen as a trusted compliance auditor to the business
- Support the Contract Management team by identifying opportunities to enhance service delivery
- Compile monthly service audit findings and analyse trends per Functional Risk areas
- Highlight and report any health and safety issues encountered during audit activity
- Initiate additional activities and other management interventions wherever gaps in the process are identified or issues arise as appropriate
- Possess an in-depth working knowledge of Sodexo domestic operation, service policies and processes
- Collaborate with the service managers and front-line employees on audit results and issue Improvement Reports / Rectifications Records highlighting areas of remedial works
- Promote Sodexo as the preferred employer, internally and externally, and raise the profile of Sodexo in local communities, building relationships with key stakeholders
- Live the Sodexo values and promote brand standards as an ambassador
- Drive all aspects of service excellence across the business area including brand integrity, quality, compliance, Sodexo's corporate social responsibility and service standards
- Undertake any other tasks relevant to the objectives of internal audit
- Provide support for all services and managers as required

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.

- Follows through to check actions taken in response to audit findings are correctly implemented (completion of rectification actions)
- National Cleaning Standards and IPC policy is understood and adhered to
- 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

Essential

- Experience in conducting facilities audits
- An investigative and inquisitive mind, high attention to detail and the ability to deal with large amounts of data
- A self-starter, with a positive and motivated approach, professional at all times. Driven by quality, providing highest standards of service at all times
- Good level of numeracy/literacy/IT skills
- Effective interpersonal and communications skills and the ability to influence, challenge and engage people during audits
- Dedication to objectivity and good judgment skills
- Be Resilient, calm & logical under pressure but must understand urgency and respond accordingly
- Willingness to learn and develop skill set

Desirable

- Good understanding of Domestic services within a healthcare environment
- Experience working in Health Care environment
- Proven background working in large IFM contract

Other relevant information

- To attend meetings and training courses as requested
- Occasional travel could be required within UK however, where we are able, we greatly promote the use of the video conferencing where appropriate
- This job description is intended to give the post holder an appreciation of the role envisaged and the range of duties and responsibilities to be undertaken. It does not attempt to detail every activity. Specific tasks and objectives will be agreed with the post holder at regular intervals. The post holder will be required at all times to perform any other reasonable task, as requested by the Line Manager in order to meet the auditing/compliance needs of the business
- The post holder is required to familiarize and comply with all relevant Sodexo and Trust policies and procedures
- During the course of his/her duties the post holder may have access to confidential information which must not be divulged to any unauthorized person or any relative at any time

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
▪ Brand notoriety	▪ National Cleaning Standards Auditing
▪ Innovation and change	

9. Management Approval – To be completed by document owner

Version	1	Date	25 th June 2026
Document Owner	Mia Cannon, Domestic Compliance Manager Ewelina Włodarczyk, Head of Compliance & Contract Performance		

10. Employee Approval – To be completed by employee

Employee Name		Date	
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