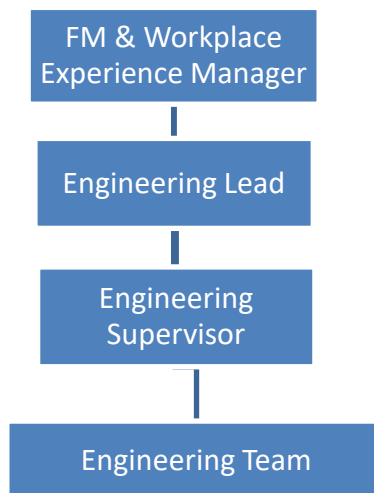


Compliance Operative

<i>Position Title</i>	Compliance Operative	<i>Department</i>	Hard FM
<i>Generic Job Title</i>	Compliance Operative	<i>Segment</i>	Universities
<i>Team Band</i>	TBA	<i>Location</i>	University of Greenwich
<i>Reports to</i>	Engineering Lead	<i>Office / Unit name</i>	Medway Campus



Job Purpose

- To delivery operational FM excellence at the University of Greenwich
- To carry out works in line with best practice, statutory compliance and service level agreements as detailed in the IFM contract.
- To undertake reactive and planned works/repairs to associated areas in line with SLAs and KPIs
- Have an understanding of compliance standards, and ensure H+S regulations are met
- Support the engineering team in day-to-day activities where the skill set is appropriate
- Undertake on occasion basic handyman style repairs and adjustments

Accountabilities and Responsibilities

- Ensure a high level of compliance is delivered in an efficient and effective manner.
- Completing compliance logbooks, both physical and electronic with accurate information following reactive and PPM assignments.
- Liaise with the Engineering Lead to ensure compliance is of a high standard in all areas throughout site.
- Liaise with sub-contractors where required to ensure high standards and service is delivered to the client.
- Ensure works are carried out whilst following H+S standards and regulations.
- Ensure works are completed in a timely manner working towards KPIs and SLAs
- Work alongside the company's policies and procedures.
- Collaborative working with other team members and assist where required.
- To be responsible for all aspects of Health and Safety and the environment on work activities to ensure actions comply in accordance with statutory and contractual requirements.
- To always comply with the company's quality assurance, H+S procedures and to ensure that all work is undertaken in accordance with best practices.
- Attend training sessions, toolbox talks and meetings as required.
- To ensure that all areas in which work is undertaken are kept in a clean and tidy condition, and a safe working environment at all times.
- Building professional relationships with all stakeholders.
- Carry out any other reasonable tasks as directed or requested by Sodexo management to meet the operational requirements of the business.
- To deliver services in line with the business ethos, delivering innovative solutions to Sodexo and client expectations whilst ensuring sustainability requirements.
- To work as part of a team ensuring high standards of service, colleague and customer satisfaction and contract retention.
- Prioritise and organise own workload where required and to work with minimal supervision and have the ability to work successfully as part of a team.
- To undertake day to day operation, planned maintenance, fault finding, repair and periodic inspections and testing of the complete spectrum of services found in building services.
- Ensure flushing of water systems is completed to meet regulations and requirements.
- Recording water temperature checks.
- Reporting issues found to management.
- To ensure all relevant Health and Safety, COSHH and Permit to Work Regulations are adhered to at all time.
- Report any deficiency in Health and Safety systems or documentation to own Line Manager or Manager of area concerned.
- Actively report all incidents and 'near misses' in accordance with Sodexo policies and procedures.
- To adhere to Sodexo standards of behavior and expected performance.
- This job description is not exhaustive and can be altered as the post develops, or with changes in service requirements. Such changes will take place in consultation between the post holder and the Management.
- Services delivered in a manner that embodies excellent customer services.
- Be an essential part of the engineering team to ensure the safe operation of all equipment and water systems on site
- The effective delivery of Planned Preventative Maintenance Service.
- Assist in the provision of reactive maintenance service during normal operating hours of the site.
- Safe and compliant services to all buildings
- Ensure that all services are delivered against agreed SLAs and KPIs.
- Ensure that are services are delivered in a safe, cost effective and efficient manner.

Key Performance Indicators (KPIs) or “What it will look like when you are doing the job well”

- Positive feedback from the client and Sodexo management team.
- Demonstrates a constructive approach, committed to delivering tasks, resourceful, and self-driven.
- Makes appropriate decisions, speaks confidently, analyses problems, and proposes solutions.
- Takes responsibility, acts with initiative, demonstrates energy and enthusiasm, seeks self-development opportunities.
- Works effectively as part of a team, shares ideas, responds helpfully, communicates effectively, and listens well.
- Support the Sodexo team to deliver continuous improvement in customer satisfaction
- To strive to take ownership and accountability delivery of compliance.
- To ensure that services are delivered in line with contractual requirements
- Customer & Client Focus; Deliver exceptional customer service to build valuable long-term relationships with colleagues, customers and clients
- Impact and Influence; Communicates to build relationships and interacts appropriately with others
- Continuous Improvement: Seeks to raise standards and improve quality of performance and service
- Working with others ; Works effectively and professionally with others to achieve the desired results

Knowledge, skills and experience

- Customer-facing attitude and excellent team building and people management skills.
- Excellent communication skills with the mental agility to ‘think on feet’ and provide convincing practical solutions.
- Experience in managing ACOP L8 and water hygiene across multi-building estates.
- Experience in liaising with water management contractors.
- Desirable but not essential – experience in working with ventilation, and ventilation in a laboratory or similar environment.
- Self motivated and able to work on own initiative within a team environment.
- Resilience when dealing with difficult and challenging people and complex situations.
- Available to respond to out of normal hours emergency situations.
- Experience in logbook management and auditing, both physical and electronic with accurate information following reactive and PPM assignments.

Contextual or other information

- Required to undertake certain aspects of the role.
- Required to support other clusters and changes within the overall contract.
- Occasional travel required to attend other sites for training, meetings.

Dimensions

Financial

Staff

5 team members

Other

N/A

Version

1

Date

13/01/2025

Document owner	
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