

Job Description: Internal Auditor
Compliance Auditor

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| Function: | Compliance Audit |
| Job:  | Internal Auditor  |
| Position:  | Contract Service M & E Auditor.  |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Compliance and Customer Service Manager |
| Additional reporting line to: | QHSE Manager |
| Position location: | Colchester Garrison PFI |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| To deliver internal audit requirements in an integrated facilities management (HFM & SFM) environment providing and applying lead knowledge of mechanical, electrical and building services engineering (including relevant health and safety expertise) within an overall QHSE team of six people* Monitoring the effective and compliant delivery of integrated facilities management services within all accessible areas of a large mixed use building environment in conformance to security protocols.
* To provide timely and accurate compliance audits in accordance with contract terms and reflect contractual knowledge in interfacing with client and customers with focus on planned and reactive maintenance tasks.
* To compile and deliver regular concise and meaningful reporting of findings for analysis and review with the management team to support effective management of the service delivery.
* In conjunction with the Compliance & Customer Services Manager to assure corrective actions taken and verified.
* Delivering customer service to a range of internal and external stakeholders.
* Providing effective contract and business support in line with statutory requirements, Sodexo policies, procedures, ISO and industry standard certifications, licenses, and best practices.
* To drive continuous improvement and deliver Service Excellence to colleagues and clients.
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| 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 | 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. |
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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. |
| * Develop and maintain a clear understanding of the PFI environment, Sodexo’s IFM service provision and the distinction between the client (Special Purpose Vehicle) and the customer (MoD).
* 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, guiding satisfactory and timely closure and verifying effectiveness.
* Audit to contractual standards maintaining objectivity and impartiality but all guided by

policy and procedure * Compliance with HASWA,JSP456,JSP375
* Operate to ISO 9001, 14001, 50001, 11001 and OHSAS18001 standards.
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Utilisation of CAFM systems to plan daily Internal Audits requiring
	+ 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.
* Conduct audits to monitor service compliance in accordance with contractual SLA’s, 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.
* Undertake accompanied internal and external audits and provide supporting details where required.
* Monitor the efficient and compliant delivery of Integrated Facilities Management services within a large mixed use building environment. Reviewing work standards against the defined requirements.
* Generate concise reports and corrective action requirements and present the key results to the local management team utilising MS Office applications.
* Coordinate follow-up of the timely implementation of corrective actions and verify effectiveness.
* Maintain audit record filing systems and archiving records.
* Generate summary audit data reports on a monthly basis, including data analysis and trend reporting for management purposes.
* All auditing and reporting activities must be planned, managed and delivered within the prescribed contractual standards and timeframes, or contractual penalties may be applicable for the organisation.
* 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 spaces.
* Interface directly with a range of Stakeholders in an audit capacity (for example, service users, managers, front-line employees and clients in high level positions) and in a suitable manner.
* Develop and maintain successful and positive relationships with stakeholders demonstrating knowledge of the complex contractual PFI environment within a military establishment.
* Attendance and contribution to operational and management meetings, as required.
* Daily attendance at various locations spread across the PFI Estate involving access to areas such as:-
	+ extensive external grounds,
	+ plant rooms,
	+ service access areas,
	+ basement areas,
	+ warehouses / workshops
	+ multi-story buildings,
	+ residential accommodation,
	+ food production facilities and commercial kitchens
	+ leisure centre
* Driving Sodexo vehicles for work related purposes, conducting vehicle pre-use safety checks, arranging MOT, service and repair appointments, and completing all vehicle related records, as required by Sodexo policies and procedures.
* Full current UK driving license suitable for a car or small van.Planning daily audits.
* Monitor and maintaining the Local Operating Procedure index record and review dates.
* Provide technical assistance to both technical and non-technical persons within your identified discipline.
* Successfully manage time keeping and work content while working as an individual and as part of a small technical team within tight contractual deadlines.
* Attend and contribute to operational and management meetings, as required.
* Comply at all times with the requirements of your Contract of Employment and Job Description.
* Any other task that is reasonably requested by your line manager and is considered to be within your capabilities.
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| 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. |
| * All scheduled audits are planned and completed in a timely, accurate manner and in compliance with contractual SLA’s
* All Audit and non-conformance reports are completed in a timely, accurate manner and in compliance with contractual SLA’s
* All summary audit reports are completed in a timely, accurate manner and in compliance with contractual SLA’s and management requirements.
* Audit Action Plans are populated with actions, owners and target completion dates and distributed appropriately. Required progress to be monitored and reported upon regularly.
* Audit data analysis reports, including trend reporting, are completed for management purposes before the last day of each month.
* Minutes of Operational and other required meetings will record attendance and contribution to those meetings on a scheduled basis.
* Audit record filing will be maintained, up to date and available on a weekly basis. Archiving of records will be maintained on a monthly basis or more regularly if filing capacity dictates.
* Vehicle pre-use safety checks, arranging MOT’s, service and repair appointments, and completing all vehicle related records, will be completed in compliance with Sodexo policies and procedures.
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Qualified to BTEC in mechanical, electrical or building and civil engineering services, with comprehensive operational experience.
* Relevant professional and/or technical qualification or membership BIFM/NEBOSH/IOSH
* Proven experience working as an Internal Auditor within a mechanical, electrical, buildings and civil engineering FM (or IFM) environment.
* Experience of generating concise audit reports, presenting key findings and pursuing timely implementation of identified corrective actions.
* Demonstrable ability to provide technical assistance to both technical and non-technical persons within your identified discipline.
* Proven ability to successfully manage time keeping and work content while working as an individual and as part of a small team within tight contractual deadlines.
* 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 communication skills and the ability to influence, challenge and engage people during audits.
* An investigative and inquisitive mind, high attention to detail and the ability to deal with large amounts of data.
* Experience of producing audit data analysis and trend reports for management purposes.
* Proven completion and finishing skills for detailed tasks.
* Good numerical skills, which are suitable for a technical audit role.
* Ability to make independent decisions and work on own initiative within a team environment.
* Demonstrable experience of successfully conducting internal audits to monitor compliance in accordance with contractual SLA’s, Company procedures, best practice, legislative and statutory requirements, etc.
* Proven experience of interfacing directly and appropriately with a range of stakeholders, including Clients in high level positions.
* Experience of working in a mixed use building services environment and auditing a diverse range of service provision.
* Understanding of ISO 9001, 14001,50001, 11001 and OHSAS 18001 that is appropriate to the role.
* 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 spaces.
* Experience of using CAFM systems.
* Good understanding of waste and soft service provision.
* Demonstrable working knowledge and effective use of MS Office (Word, Excel and Outlook).
* Full current UK driving license suitable for a car or small van.

**Desirable:*** Experience of working within military environment.
* Experience within a PFI environment.
* Health and Safety qualifications, NEBOSH / IOSH Managing Safely, or equivalent level.
* Internal Auditor certificated training e.g. for ISO 9001, ISO 14001 or OHSAS 18001.
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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
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| * Growth, Client & Customer Satisfaction / Quality of Services provided
 | * Focussing on the Client and Customer
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| * Rigorous management of results
 | * Industry acumen
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| * Brand Notoriety
 | * Leading excellence
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| * Contract Service Standards Auditing
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| * Innovation and change
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| * Commercial awareness
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| 9. Management Approval – To be completed by document owner |
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| Version |  | Date July17 |  |
| Document Owner | LW |

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