Job Description:
Contract Compliance Auditor

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

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

- Deliver internal and contractual audit requirements to ensure compliant IFM Sodexo services are delivered at Queens Hospital and reporting on data within the Performance Monitoring regime & PFI obligations
- Act as an internal safeguard officer, driving compliance culture amongst operational team, raising conduct and compliance risk awareness, and identifying new areas of risk and determining the correct response
- Maintain client visibility and confidence in the audit process for the contract, ensuring you are seen as a trusted compliance auditor to the business
- Support Head of Compliance & Contract Performance with compliance activities with relevant legislative and company standards across the contract, monitoring internal control mechanisms to capture measurement of all KPIs, statutory and legislative compliance
- Provide contribution in regular reviews of compliance against contract deliverables and company standards and appropriate healthcare specific guidance and compliance requirements

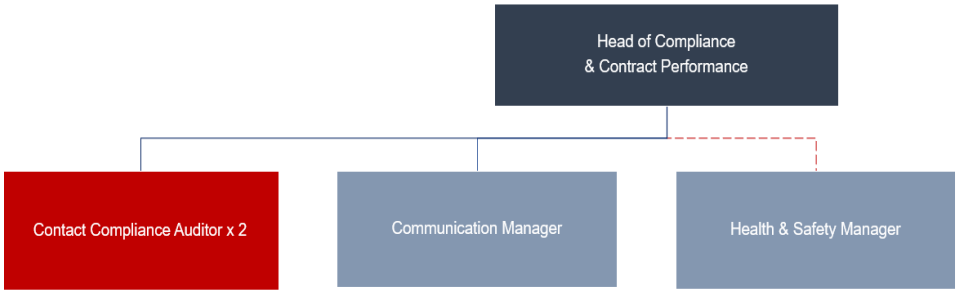
2. Dimensions – Point out the main figures / indicators to give some insight on the "volumes" managed by the position and/or the activity of the Department.

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

- 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
- Have a broad understanding of all Sodexo and the Trust risks, reporting and governance processes, ensuring compliance with all Sodexo and on–site policies and procedures /systems and statutory regulations
- Ensure that health and safety is given the number one priority
- Ongoing, proactive learning, including incorporating and sharing new knowledge and skills into your regular on the job activities

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.

- Understand the drivers and failure criteria – all KPIs and PFI compliance assigned to Sodexo IFM delivery at Queens hospital
- Possess an in-depth working knowledge of Sodexo operations and contract & organisational policies and processes
- Audit to contractual standards, maintaining objectivity and impartiality but all guided by policy and procedure & PFI requirements
- Contribute in creating an annual audit programme & compliance check in line with PFI obligations
- Close out and monitor non-conformances
- 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
- Continuous monitoring and quality check to reduce services failure penalties and maintain standards
- Information analysis, action plans and performance reporting

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

- Conduct audits to monitor service compliance in accordance with contractual KPIs and SLAs, company procedures, best practice, legislative and statutory requirements. Audits will cover a whole range of IFM services delivered by Sodexo at Queens Hospital
- Raise Improvement Reports to highlight areas of failure and communicate these for action as relevant
- Compile monthly service audit findings for reports to Sodexo management team
- Highlight and report any health and safety issues encountered during audit activity
- Plan your auditing schedule, to ensure very high- and high-risk areas are prioritised
- Conduct accompanied audits with and as directed by the clients
- Complete and compile other audits and the findings as required
- Write improvement reports and detailed action plans ensuring all agreed actions are managed, monitored, and mitigated and where appropriate work with Service Managers to close out, and ensure best practice is disseminated across the site
- Attend feedback meetings and report discussion meetings with senior managers in order to highlight the significance of the audit findings and provide recommendations for improvements

- Proactively escalate to Head of Compliance & Contract Performance any health & safety, statutory and commercial risks identified during site inspections & audits
- Provide review and feedback of documented policies, procedures, frameworks, and systems to help identify measure, monitor, and report on compliance
- Propose changes to practices and procedures in all compliance areas
- Initiate extra activities and other management interventions wherever gaps in the process are identified or issues arise as appropriate
- Develop and maintain successful and positive relationships with stakeholders demonstrating knowledge of the complex contractual PFI environment within Queens Hospital
- 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.

- All contractual and mandatory obligations are understood and audited across the site and recorded in the accounts agreed system, Share-point, or Document Management System (DMS) platform
- All audit and non-conformance reports are completed in a timely, accurate manner and in compliance with contractual KPIs and SLAs
- Follows through to check actions taken in response to audit findings are correctly implemented
- Audit data analysis reports, including trend reporting, are completed for management purposes within agreed timescales
- Analyse and interpret trends, advise on information for service planning and penalty reduction

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

Essential

- Demonstrable experience of successfully conducting internal audits to monitor compliance in accordance with contractual KPIs and SLAs, company procedures, best practice, legislative statutory requirements
- 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 understanding of Facilities Management
- Good level of numeracy/literacy/IT skills and eagerness to learn different IT systems including Global Maximo, ECAT, CARPS
- Effective interpersonal and communications skills and the ability to influence, challenge and engage people during audits
- Analytical, and multitasking skills with the ability to work autonomously with little supervision
- 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

- Experience within a PFI environment / PFI Compliance
- Experience working in Health Care environment
- Proven background working in large IFM contract
- Food Hygiene Qualification

- IOSH or NEBOSH Qualification

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
▪ Commercial Awareness	▪ Contract Service Standards Auditing
▪ Innovation and change	
▪ Brand notoriety	

9. Management Approval – To be completed by document owner

Version	1	Date	20th March 2024
Document Owner	Head of Compliance & Contract Performance, Queens Hospital		

10. Employee Approval – To be completed by employee

Employee Name		Date	