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| <b>Job title</b>    | <b>QUALITY AND COMPLIANCE AUDITOR</b>          |
| <b>Reporting to</b> | Performance and Compliance Manager             |
| <b>Customer</b>     | South London and Maudsley NHS Foundation Trust |

**Key responsibilities**

- Conduct regular audits across service areas including healthcare cleaning, catering, waste management, linen and laundry, pest control, and helpdesk functions.
- Support the implementation and adherence to company policies, procedures, and statutory regulations.
- Liaise with site facilities managers and relevant stakeholders to coordinate and document audit schedules and outcomes.
- Monitor compliance with Key Performance Indicators (KPIs) and assist in identifying areas for improvement.
- Maintain accurate and comprehensive records of all audit findings and follow-up actions.
- Assist with the investigation and resolution of service-related complaints and incidents.
- Support internal quality assurance processes and contribute to the development of best practices across service areas.
- Assist the Performance and Compliance Manager in delivering training and briefings relating to compliance standards and audit requirements.
- Participate in the development of audit tools and checklists specific to each service stream.
- Maintain confidentiality and integrity of audit processes at all times.
- Perform other duties as required in support of the Quality and Compliance function.

**Qualifications and experience required**

- Prior experience in a compliance or auditing role, ideally within a facilities or healthcare environment.
- Strong understanding of quality management principles and relevant regulatory standards.
- Excellent attention to detail and a methodical approach to tasks.
- Strong communication and interpersonal skills.
- Proficiency in Microsoft Office and other audit tracking tools.
- Ability to work independently and manage time effectively across multiple service streams.

**Clearances required**

- Standard DBS