

Job title	PERFORMANCE & COMPLIANCE MANAGER
Reporting to	Account Director
Customer	South London and Maudsley NHS Foundation Trust

Key responsibilities

- Advise on and implement all OCS policies and processes. Ensure that all legislative and policy changes are effectively communicated and trained to all staff.
- Liaise with the OCS site managers and Trust representatives to carry out quality and compliance audits, KPI monitoring to improve current KPI results.
- Maintain all office environments in an orderly fashion. Organise and maintain filing systems and records.
- To maintain and keep relevant back up files for all aspects of the business, including training records, OCS and the Trust’s audits, cash management audits and purchase order processes.
- To support the management team with the month and year end process including stock/cash counts/invoice requests.
- To ensure all data is recorded onto OCS systems.
- Deal with any customer or service user concerns or complaints promptly
- To perform ad-hoc duties as required and respond to any reasonable request of the Company management or customer.
- Carry out toolbox talks and ad-hoc training regarding Health and Safety and KPI’s in conjunction with the service stream managers.
- To continually work with the management team in the implementation and improvement of training, administration and audit systems in the contract.
- Liaise with the OCS Management team to ensure all statutory and site-specific training is completed in accordance with the training plan and statutory timelines.
- Formulate and coordinate all service user and staff surveys and audits.
- Ensure all payroll and input to be accurately submitted within company timescales.
- To produce robust, appropriate training plans for all OCS colleagues and hold regular monthly training sessions.
- Develop OCS colleagues through training/Apprenticeships and other methods.
- To deliver all appropriate H&S, mandatory and skills training for all OCS colleagues on all sites for all services provided by OCS.
- To provide detailed training statistics for monthly OCS reports.
- Communicate regularly with colleagues through formal and informal channels on safety matters to ensure that there is a free flow of ideas and that morale remains high.
- Lead the contract’s H&S Champions to promote a zero harm H&S culture.
- Ensure that the OCS safety image is reflected positively through your actions and those of your colleagues.
- Carry out Health and Safety audits and training as required by OCS and the Trust.
- Take responsibility for ensuring that a safe system of work is produced and communicated to colleagues prior to the commencement of the work activity.
- Take responsibility and ensure that plant and equipment is maintained and fit for purpose.
- Ensure that work activities are properly managed and supervised.

- Audit the safety performance of subordinates and recommend appropriate disciplinary action for any breaches in accordance with Company Procedure if required.
- Experience of managing waste contracts.
- **Group Safety Support:** You will be required to work closely with the Group Health and Safety team who are available to provide safety advice and support. Furthermore, you will be required to ensure that safety initiatives are implemented within your areas of control.

Qualifications and experience required

- Degree or equivalent as a minimum.
- Train the Trainer – Level 3 or preferably Level 4. Preferred - Qualifications including Training, HR and Auditing.
- Higher education: English and Mathematics qualifications.
- Excellent IT qualifications – including Microsoft Office, Excel, PowerPoint, Word and statistical systems.
- Demonstrable experience of training, administration management systems and spread sheets.
- Fully conversant with management systems and auditable data. Background in catering or domestic services, preferably in a Healthcare environment.

Clearances required

- Standard DBS