

## **JOB DESCRIPTION**

<b>POST:</b>	E&F Compliance Officer
<b>DEPARTMENT:</b>	Estates and Facilities Division
<b>BAND:</b>	6
<b>HOURS PER WEEK:</b>	37.5
<b>REPORTS TO:</b>	E&F Compliance Manager
<b>RESPONSIBLE FOR:</b>	N/A
<b>WORK BASE:</b>	Cross site function – main site base TBC (based at Acute site. 3 posts; 1 WTWA; 1 ORC/OC; 1 NMGH)

### **JOB PURPOSE**

To support the Group Director of Estates and Facilities and the Associate Director of Compliance, Risk and Governance (E&F) to ensure that the estates and facilities services to the MFT estate are provided in a compliant fashion, in accordance with current legislation and guidance, and supports a caring environment through the delivery of an effective service providing best value and high quality.

Directly reporting to the E&F Compliance Manager, you will support the division, with the program of co-ordination, implementation, monitoring and delivery of the Compliance responsibilities and provide assurance that effective and responsive processes are maintained across the MFT sites and Off Campus Properties, with all known risks recorded and appropriately managed.

Supporting the Compliance, Risk and Governance Team (CRaG Team) you will implement the Estates and Facilities strategy for Compliance, Risk & Governance and develop compliance-based services in line with relevant health and safety legislation and Department of Health strategy and guidance. You will support the team in ensuring that all Statutory and Mandatory requirements for Estates and Facilities Services provided by In-house teams; PFI partners and other FM Service providers are satisfied and all known risks recorded on registers and appropriately managed, working closely with the Estates and Facilities Health & Safety Team.

You will liaise and work closely with the Property and Estates Development Team (P&ED) to ensure that development schemes, backlog maintenance and lifecycle replacement are carried out in a compliant fashion.

## **KEY DUTIES AND RESPONSIBILITIES**

1. Support the division to ensure that the Technical (Estates Hard FM) and Facilities (Soft FM) services, both outsourced and in house, are compliant with the required specifications and standards against national statutory, regulatory, best practice and contractual standards: and where there is a gap in compliance to ensure this is escalated to the Compliance Manager.
2. Manage a variety of project work of a compliance, risk and governance nature including monitoring, collation and validation of associated evidence; e.g. Site/Service Safety Group actions, Authorising Engineer audits, Premises Assurance Model (PAM) submission, Estate and Facilities Alerts, Site Operational plans, Business Continuity Plans, Registers and Lifecycle works etc.
3. Support the CRaG Team in developing in-house and external audit/monitoring programmes and conduct periodic in-house audits of compliance across the divisional estate, with a view to highlighting any risks and non-compliances.
4. Review and comment on external annual condition and compliance audits produced across the estate. Ensure that audit actions are complete and signed off by relevant parties in a timely manner and escalate as appropriate. Review processes and procedures in all disciplines and look to streamline where possible.
5. To work closely with any members of the E&F management team to assist in improving the quality and compliance of E&F service delivery across the hospital sites and Off Campus Properties.
6. Be conversant in the use of Ulysses, MS Teams, Concerto, iAuditor, Zoom, MS Office and other platforms and applications to ensure accurate and consistent reporting and service delivery.
7. To be able to perform to extremely tight deadlines with confidence and accuracy.
8. Provide line management responsibilities within the Compliance Team.
9. Manage and monitor Governance structure to ensure compliance with HTMs, best practice and guidance and resilience across the Estates and Facilities Operational teams.
10. Escalate any concerns, risks and non-compliances to the E&F Compliance Manager; Head of Compliance, Risk & Governance; / Senior Managers as deemed necessary.
11. To undertake any other duties which is deemed appropriate to the band when requested by Head of / Associate Director of Compliance, Risk & Governance Senior Management Team.
12. Support in the development of AE/IA briefs with competent Estates colleagues and Estates Compliance Officer to ensure that Authorising Engineer (AE) briefs and commissions are accurate, and scope of works captures accurately the

requirements of the sites / E&F services in accordance with HTMs and other relevant guidance and best practice. Ensure that audit dates are monitored and reported accurately as per contract arrangements.

- 13.** Responsible for managing the development and implementation of E&F Business Continuity Plans (BCPs) working together with the relevant stakeholders, EPRR, Authorised Persons (APs), Authorising Engineers (AEs) and HS and Risk Officer.
- 14.** Support and assist key stakeholders in completion of the E&F resilience tool.
- 15.** Carry out desktop exercises to demonstrate robustness and accuracy of BCPs to ensure continuous operational service to a very high quality and standard to minimise downtime. Escalate any concerns as required.
- 16.** Support in the development and review of E&F Group Policies and where appropriate wider MFT policies to ensure they reflect current legislation, guidance, best practice; reflect current practices and procedures; and include SMART KPIs which can be reviewed and monitored against.
- 17.** To manage the development and implementation of safety group Site Operational Plans (SOPs) together with the relevant stakeholders, Authorised Persons (APs), Authorising Engineers (AEs) and HS and Risk Officer etc. Ensure these are in date and reviewed annually. Escalate any concerns as required.
- 18.** Responsible for ensuring review of the Joint Major Incident Policy with PFI partners is aligned with MFT Major Incident Policy. Ensure that action cards are coordinated and accurate. Assist the CRaG Team and EPRR Team is demonstrating robustness and accuracy as required.
- 19.** Responsible for ensuring that the E&F Responsibility Duty Matrix /Governance Structure is continually reviewed and updated to ensure accuracy and resilience across the Estates and Facilities Operational Teams, including PFI provider.
- 20.** Liaise with APs and AEs to ensure have current and accurate appointments are in place and work with relevant site/service managers to ensure Authorised Person succession planning is in place for Retained Estates across all sites. Escalate any concerns as required.
- 21.** To provide support to the E&F Compliance Manager at site/service safety groups and other relevant groups/committees (e.g. Working Groups; Steering Groups; Task and Finish Groups) as required. Chair and coordinate exception meetings as necessary. Deputise as Chair for site/service safety groups as required.
- 22.** To drive safety group action plans as a result of the safety group meetings and AE audits. Escalate any concerns as required. Chair exception meetings / task and finish groups as necessary.
- 23.** To provide P&ED with compliance support and advice as required to assist in development of capital schemes throughout the project lifecycle to ensure compliances and risks identified are escalated appropriately.

24. To support P&ED with handover of capital projects with regard understanding project risk and derogations by project completion.
25. Support the CRaG Team with monitoring of the PFI lifecycle program. Support with attendance to lifecycle meetings
26. Provide support to the key stakeholders (e.g MFT Fire Safety team; Asbestos Team; IPC Team) as required to identify and manage risk, compliance, and assurance information across the MFT sites/services.
27. To liaise, where necessary, and obtain information from the PFI provider and their sub-contractors on compliance related issues.
28. To prepare compliance related reports on work undertaken suitable for submission to senior members of the Trust i.e. Audits, CRAG.
29. Support the E&F Compliance Manager in monitoring and overseeing risk and governance processes and reporting systems, ensuring that Trust policies and procedures are adhered to.
30. To support the Authorising Persons (AP) and Responsible Persons (AP) in collating, monitoring and reporting of the Authorising Engineer / Independent Audits. Monitor and update the AE audit 'live' trackers with accuracy ensuring the actions are continually reviewed, updated and current. Inform and escalate of any know high risk and high priority actions to the E&F Compliance Manager as necessary.
31. Support Estates and Facilities Team in the collation of Premises Assurance Model (PAM) evidence and support teams with upload to Concerto Archive for accurate audit purposes. Attend Group PAM meetings as required.
32. Provide status update of PAM information to the appropriate Groups and Committees as per meeting schedule. Drive the completion of the PAM model to support the annual local and national reporting, working closely with the CRaG Assurance & Governance Team.
33. Support the CRaG team to identify key themes, trends and areas for development to mitigate risk. Support in providing reports for escalation as required. Support in the production of reports and plans as required by the E&F Division. Ensure that the reporting 'live' tracker information is always current to allow accurate reporting.
34. Collate, review and analyse documentation, to support with reporting on Compliance, Risk and Governance topics. These include but not restricted to:
  - a. CRAG (Compliance, Risk and Governance).
  - b. Premises Assurance Model (PAM).
  - c. Duty Holder Matrix
  - d. Compliance Dashboards
  - e. Risk Registers.
  - f. Incident investigation reports/analysis of incident trend data.
  - g. Incident validation reports.

- h. AE audits
  - i. Group Policies, Site Operational Plans, Business Continuity and Resilience Plans
- 35.** To support the Health, Safety and Risk Manager in the development and delivery of monthly Compliance, Risk and Governance (CRAG) Meeting. This information should be accurate, concise and well presented.
- 36.** The post holder will need to assist in undertaking training to E&F Colleagues in the use and management of compliance systems and online applications ie. Concerto, MS Teams, Ulysses.
- 37.** Support the Health, Safety and Risk Manager in the co-ordination and timely review of the E & F risk assessments inclusive of Off Campus Properties as required to ensure the risks accurately reflect the current risk controls, gaps in controls, actions and score as per MFT risk scoring matrix.
- 38.** To support the development of the procedures and professionalism of the Estates & Facilities Division so that they reflect best practice.
- 39.** To review, interrogate and interpret the CAFM system ppm and reactive data. Escalate any concerns with Estates Operational and Compliance teams where non-compliances and risks exist. Support operational team in liaising with relevant stakeholders to rectify as required.
- 40.** Maintain a register of key documents for E&F sites/services, including external properties. Ensure that any requiring reviews are identified, and appropriate Estates and Facilities colleagues are notified and supported to complete required updates ahead of expiry.
- 41.** This Job Description is intended as a general guidance to the duties and responsibilities of the post and is not, therefore, exhaustive. It will be subject to review, in light of changing circumstances and in consultation with the post-holder.

#### **42. INFECTION CONTROL**

It is a requirement for all staff to comply with all infection control policies and procedures as set out in the Trust's Infection Control manual. The postholder is also responsible for ensuring all their staff attends mandatory training, including infection control and to provide support to the Director of Infection Control.

#### **43. HEALTH AND SAFETY**

The Trust has a statutory responsibility to provide and maintain a healthy and safe environment for its staff to work in. You equally have a responsibility to ensure that you do nothing to jeopardize the health and safety to either yourself or of anybody else. The Trust's Health and Safety Policies outline your responsibilities regarding Health & Safety at Work.

The post holder must not willingly endanger him/herself or others whilst at work. Safe working practices and safety precautions must be adhered to. Protective clothing and equipment must be used where appropriate.

**All accidents/incidents must be reported to your Senior Manager and documented as per Trust Policy, including the reporting of potential hazards.**

#### **44. SAFEGUARDING**

Ensure that the policy and legislation relating to child protection and Safeguarding of children, young people and vulnerable adults are adhered to. It is the responsibility of all staff to report any concerns to the identified person within your department/division or area of responsibility.

#### **45. SECURITY**

The post holder has a responsibility to ensure the preservation of NHS property and resources.

#### **46. CONFIDENTIALITY**

The post holder is required to maintain confidentiality at all times in all aspects of their work.

#### **47. TEAM BRIEFING**

The Trust operates a system of Team Briefing, which is based on the principles that people will be more committed to their work if they fully understand the reason behind what is happening in their organisation and how it is performing.

#### **48. NO SMOKING POLICY**

The Trust operates a no smoking control policy, which applies to all staff, patients and visitors and extends to the hospital grounds as well as internal areas.

### **THE TRUST IS AN EQUAL OPPORTUNITIES EMPLOYER**

**This job description indicates the main functions of the post holder and may be subject to regular review and amendment in the light of service development. Any review will be undertaken in conjunction with the post holder and in line with Trust policy.**

## ORGANISATIONAL CHART

