

## Job Specification

<b>Job Title</b>	FM Services Auditor		
<b>Reporting To</b>	Asset Director, North America, JLCM		
<b>Business Division</b>	John Laing Capital Management		
<b>Location</b>	Abbotsford Regional Hospital and Cancer Centre	<b>Staff Management</b>	N/A
<b>Job Background</b>	John Laing is a long term developer, investor and operator of public sector infrastructure assets in the UK and internationally. The FM Services Auditor works as part of the John Laing project team on site at Abbotsford Hospital, a P3 project in John Laing's portfolio and currently in construction.		
<b>Job Purpose</b>	Monitor and audit the performance of FM contractors and sub-contractors on behalf of Access Health Abbotsford (AHA).		
<b>Principle Responsibilities</b>	<ul style="list-style-type: none"> <li>• To prepare and implement an audit and monitoring schedule</li> <li>• Ensure that a consistently high standard of quality control and supervision is maintained, reviewing the contract documentation and ongoing assessment with regard to relevant contractual obligations, Codes of Practice and health and safety legislation</li> <li>• Monitor the performance of FM Service Providers on site to ensure that the requisite standards and levels of performance as defined within the Contract are consistently met</li> <li>• Where there is variance with the Standards, in cooperation with the relevant contractor, agree any corrective action via approved reporting and notification mechanisms</li> <li>• Attendance at all Statutory testing (e.g. generators, life safety systems)</li> <li>• Prepare reports on measured activities/audits carried out, including results found and any corrective measures required to be carried out</li> <li>• Maintain detailed records: this will include progress monitoring, information received, amended instructions and details of significant events</li> </ul>		
<b>General</b>	<ul style="list-style-type: none"> <li>• Ensure compliance with all health and safety, quality and environment legislation and standards</li> <li>• Carry out additional ad hoc duties as required as part of the John Laing Group</li> </ul>		

## Candidate Profile

<b>Knowledge &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Management experience within an FM field or background</li> <li>• Previous management responsibility for operational contract performance, preferably in a healthcare environment</li> <li>• Experience of working within major Healthcare Operational teams</li> <li>• PFI/PPP/P3 experience desirable, although not essential</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>▪ Proven team worker</li> <li>• Enthusiastic, well motivated self-starter</li> <li>• Excellent communication skills, both written and oral</li> <li>• Strong interpersonal skills: ability to establish an appropriate working relationship with all Project Parties</li> <li>• Persuasive and diplomatic, but at the same time independent</li> <li>• MS Office skills / IT literate</li> </ul>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Required: College Diploma in Business Administration or equivalent</li> <li>• Preferable: Membership of professional body relating to Facility Management</li> </ul>
<b>John Laing Competencies</b>	
Customer focus	Ability to anticipate customers' and stakeholders' needs and design, promote or support the delivery of products and services that exceed customers' expectations
Planning and organisation	Ability to effectively organise and plan work according to organisational needs
Driving for results	Able to challenge and push the organisation and self to excel and achieve
Quality	Consistently promotes and maintains high standards of quality at work
Decisive Judgement	Ability to make good decisions in a timely and confident manner
Adapting to change	Able to adapt to changing situations within the business and organisation
Innovation	Ability to generate novel and creative solutions to problems that will result in better outcomes
Influencing persuading	Ability to effectively convince others to adopt a course of action
Interpersonal communication	Communicates clearly and effectively with people inside and outside of the organisation
Teamwork and collaboration	Ability to effectively work and collaborate with others towards a common goal

