

**Job Description: Porter & Logistics Supervisor**

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| Function: |  |
| Job:  | Porter & Logistics Supervisor ( Dedicated, Ad-Hoc & Logistics ) |
| Position:  | Supervisor |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Porter & Logistics Manager **( Dedicated, Ad-Hoc & Logistics )** |
| Additional reporting line to: |  |
| Position location: | UHNM RSUH |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| Day to day Supervision of Portering & Logistics staff focussing on their performance in terms of standards of service and behaviour whilst on duty, ensuring compliance with Trust and Sodexo policies and procedures. |
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| 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  | * Add point
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| 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. |
| Operations ManagerPorter SupervisorPorter |
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| **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. |
| * The ‘Portering Services’ are inclusive of the collection and delivery/distribution (to and from wards and non-patient areas) of patients, patient notes / medical records, imaging, furniture, equipment, medical gases, clinical and household waste, mail, specimens, out-of-hours pharmacy portering and other reasonable ad hoc duties. This list is not exhaustive.
* Contribute to the delivery of a quality Portering service in accordance with specification standards.
* Develop relationship with clinical NHS staff and Trust CPM teams and other stakeholders.
* Actively control Porters hours and covering breaks, Ensure hrs are correctly assigned on KRONOS T&A system and clear exceptions daily.
* Conform with any relevant legislative and codes of practice appertaining to Health & Safety legislation.
* Required to gain knowledge of Hospital layout, cleaning procedures, equipment requirements and clinical and non clinical manual handling techniques, infection control techniques and waste handling procedure
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * To prepare and manage staffing rosters ensuring adequate staffing levels to maintain the services standards required: Supervisor from each Portering discipline is responsible fro working with the Portering and Logistics manager to ensure cover across the 3 disciplines listed as follows:
* Dedicated
* Ad-hoc Pool
* Logistics incl of Post Room, Pharmacy, Waste & Distribution.
* To direct patients, staff and visitors to all areas of the hospital
* Monitor & manage workloads throughout the day as follows:
* AD-hoc tasks through effective Porter control using Traczo.
* Escalate any issues with response times to Ad-Hoc Portering Manager.
* Dedicated through regular check ins with clinical staff.
* Escalate any issues with Dedicated Portering Manager.
* Logistics through monitoring of volumes for distribution and pharmacy, checking that waste schedule is meeting the required agreed schedules.
* To comply with the relevant management systems.
* Ensure that all Traczo devices, radios and Cisco phones are accounted for at the start and end of each shift.
* Work to priorities, urgent requests and routine schedules.
* Ensure that ad hoc requests for work allocated by the Helpdesk or other media are dealt with in accordance with the response code.
* Ensure all Supervisor requests and complaints from clinical staff and Trust CPM are dealt with in a timely manner.
* Transfer of deceased patients from ward to mortuary maintaining respect and dignity at all times
* Respond to major incidents and emergency situations as instructed
* To identify training needs and carry out staff appraisals, complete GREAT training and competency checks.
* Complete Team Huddles.
* Analyse and resolve staff performance problems.
* Carry out induction, on job training with all new members of staff and refresher training with all staff.
* Complete weekly staff attendence records and provide payroll information
* Carry out return to work interviews on the same day with staff returning from absence.
* Work with colleagues during frequent interruptions with unexpected occurrences e.g., staff shortages, infection breakouts and emergencies
* To implement any changes in the delivery of portering services
* Escalate any problems that cannot be adequately resolved to their Line Manager
* Attend any courses or training events relevant to the post holder’s development
* To establish and maintain good working relationships with customers and staff ensuring their health, safety and welfare.
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| 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. |
| * Communicate daily with the Supervisory and Management Team with regards to schedules, standards, priorities and complaints
* Infection Control is everyone’s responsibility. All staff, both clinical and non clinical, are required to adhere to the Trusts’ Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times
* Identify and report all waste disposal problems including incorrect disposal by users and potential fire / security hazards.
* Ability to manage emotion during distressing circumstances
* To take every reasonable opportunity to maintain and improve your professional knowledge and competence.
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Have the ability to walk for long stretches of time
* Supervisory experience
* PC literate
* Ability to learn and use different IT systems
* Understanding of Health and Safety
* Ability to work under pressure
* Be able to work as part of a team
* To act on their own initiative and adapt quickly to change
* Understanding of confidentiality constraints and sensitivities
* Understanding of Customer Care
* Ability to listen and have good communication skills
* Adaptable and self-motivated
* Emotional Resilience
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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
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| Learning & Development | Leadership & People Management |
| Employee Engagement | Innovation and Change |
| Brand Notoriety |  |

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| 9. Management Approval – To be completed by document owner |
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