

Job Description: Portering & Logistics Manager



Function:	Logistics, Waste and Distribution
Job:	Portering Manager
Position:	Portering & Logistics Manager
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	David Tatton
Additional reporting line to:	N/A
Position location:	Royal Stoke University Hospital

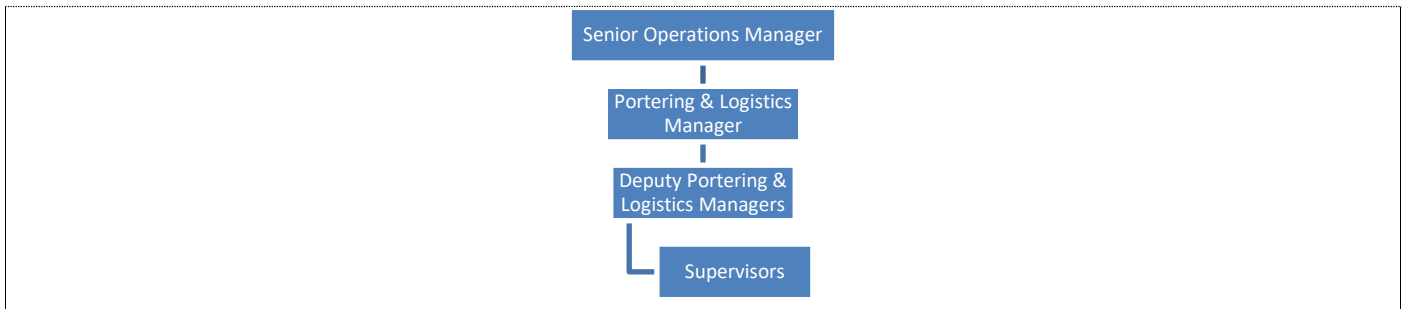
1. Purpose of the Job – State concisely the aim of the job.

- Responsible for the overall management and efficient operation of Portering services including waste, postal services, receipt and distribution services across the full RSUH site.
- To be responsible for key strategic decisions that require Portering input.
- Integration with all other support services departments and the Trust departments to ensure a professional and seamless service is delivered

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	EBIT growth:	tbc	Growth type: n/a	Outsourcing rate:	n/a	Region Workforce	tbc
	EBIT margin:	tbc		Outsourcing growth rate:	n/a	HR in Region	tbc
	Net income growth:	tbc					
	Cash conversion:	tbc					

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.



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.

- Monitor Portering Service, evaluating and improving standards/performance/KPI's
- Ensure the continued provision of a high-quality service responsive to client and contractual requirements
- Introduce and manage the quality assurance system
- Develop, manage and maintain formal and informal communications with the CPM team and Sodexo SMT,
- Work collaboratively with the clinical teams and other key stakeholders to ensure standards of service are delivered and maintained.

5. Main assignments – Indicate the main activities / duties to be conducted in the job.

- Monitor all Portering KPI's on a daily basis
- Ensure all KPI's etc are reported as required and as per agreed timescales as per the Project Agreement.
- To ensure continuous improvements in all aspects of service delivery.
- Ensure staffing levels and skill mix are appropriate for the workload to ensure staff rota's are in place including cover for sickness and annual leave
- Recruit, organise, train, develop, retain and motivate staff to ensure a high-quality service is provided.
- Analyze and resolve staff performance problems.
- Identify areas of service weakness; develop proposals and remedial strategies.
- Proactive planning to limit service issues and respond appropriately to resolve issues
- Take active responsibility for all compliance and training documentation.
- Ensure that all staff are adequately trained to maintain the required level of service
- Ensuring that the privacy and dignity for patients and visitors is always a priority
- Deal with complaints from patients and clients ensuring that they are satisfactorily resolved
- Manage all HR matters, with HR support, ensuring all are managed promptly and in line with the relevant policy
- Ensure effective communications are established and maintained with all staff through team brief and other mechanisms

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.

- Conform with any relevant legislative and codes of practice appertaining to Health & Safety legislation
- Be responsible for your own Health & Safety and that of any other person working with you. Take care to ensure that your activities do not put others at risk.
- To ensure continuous improvements in all aspects of service delivery
- Be responsible for the direction, co-ordination and development of all Portering services ensuring the delivery of a cost-effective service, which meets the needs of the Trust and complies with Trust policies and statutory regulation
- Maintain and develop a positive working culture and environment through sound leadership, effective communication and delegation

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

Essential

- Proven track record of managing a large team and delivering a Soft FM service
- Awareness of appropriate legislation including (but not limited to) employment, hygiene, health and safety
- Excellent interpersonal skills with the ability to relate at all levels
- The ability to implement and drive changes to working practices as required

Desirable

- Experience in Portering service at a hospital site
- Experience in a hospital environment
- Holder of IOSH Working Safely certificate
- Holder of a Management Qualification

8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

▪ Growth, Client & Customer Satisfaction / Quality of Services provided	▪ Leadership & People Management
▪ Rigorous management of results	▪ Innovation and Change
▪ Brand Notoriety	▪ Business Consulting
▪ Commercial Awareness	▪ HR Service Delivery
▪ Employee Engagement	
▪ Learning & Development	

9. Management Approval – To be completed by document owner

Version		Date	
Document Owner			