

# Job Description: Porter Driver

Function:	Healthcare
Job:	Porter/Driver
Position:	Porter
Job holder:	
Date (in job since):	
Immediate manager	Natalie Clark – Portering Manager
Additional reporting line to:	Chargehands
Position location:	North Devon District Hospital

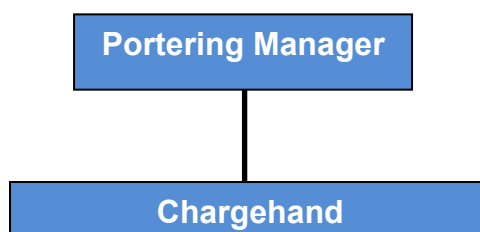
## 1. Purpose of the Job –

- The Helpdesk Operator is an essential part of the hospital team. His/her primary aim is the welfare of the patient, either directly or indirectly.
- He/she must work together with the, Department Heads, Managers, Zone Coordinators and Supervisors in setting and maintaining standards for the service provided by Sodexo Healthcare, and take a lead role in ensuring the team works harmoniously together.
- A High-profile customer service directly reflecting how Sodexo is perceived, good inter-personnel and communication skills must be practised at all times.

## 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 FY19: €	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							

## 3. Organisation chart



#### 4. Context and main issues

- Staff must conduct themselves in a professional manner at all times and be aware of patient's dignity and privacy when it comes to their personal information.
- To be correctly dressed in the correct uniform at all times. This specially includes the wearing of Sodexo Name badge and Trust Identity badge and to ensure that both are visible and all times.
- Maintaining the integrity and reputation of the Trust and Sodexo by effective and harmonious attitudes and relationships with patients, colleagues, visitors and Trust personnel.
- The post holder is an ambassador for the company and his/her actions and conduct will be judged by our stakeholders as an indication of the quality of service provided by the company as a whole.
- Staff are required to participate in the required Company & Trust training.
- During the course of his/her duties the post holder may have access to confidential information which must not be divulged to any unauthorized person or any relative at any time.
- Staff must comply with the Company's and Trust's policies and procedures.
- Staff must report any accidents, incidents or near misses to the appropriate manager and complete the appropriate incident/accident forms

#### 5. Main assignments

- To allocate all service requests to the duty Service Team.
- To ensure that the Sodexo radio communications policy is adhered to and report any abuse or violation of the system.
- To co-ordinate via the radio system/telephone the service required e.g. conveyance of patients, equipment etc.
- Carry out duties in a polite, considerate and professional manner (i.e. telephone answering procedure)
- To be responsible for inputting information relating to all Service requests on the computerised Service management system in an accurate and timely manner.
- To report all disciplinary matters to the department manager.
- To be aware of fire and major incident procedure, in particular the role of the Sodexo Services.
- To undertake training and assist in the induction of new staff.
- To complete paperwork relating to all the above duties and associated with providing the Sodexo Service.
- Assist in the implementation of any agreed recommendations, which affect the Sodexo Service.
- Assist in the development of systems and working practices that ensure the provision of both a cost effective and quality service.
- Assist and support Manager with Helpdesk related administration.
- Provide the Manager with the appropriate reports on a monthly basis or as required
- Be responsible for the provision and accurate recording of the Residential accommodation process
- Be responsible for the provision and accurate recording of the Trust staff parking permit process
- Carry out other administrative duties as and when required
- Ensuring all KPIs are adhered to.
- Ensuring correct schedules, A/L and sickness are inputted into Kronos.
- Check Porters diary for any faults or repairs & report to estates helpdesk.
- The Duties contained in this job description are not intended to be exhaustive. It is intended that the post holder will be flexible in the duties that he/she will perform. Following consultation with the post holder his/her duties may be varied from time to time, in order to meet changing priorities and to maintain service effectiveness.

## 6. Accountabilities –

N/A

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

### Essential

- Previous experience of office or Administration duties.
- Knowledge and experience of Microsoft applications.
- Experience of dealing with public & staff at all levels.
- Customer care skills.
- Exemplary turnout and personal presentation standards.
- Ability to deal with stressful situations
- Ability to respond quickly to problems.
- Good literacy skills
- Ability to communicate at all levels
- Ability to comply with service requirements in line with client policies at all times.
- Observance of Health and Safety legislation at all times
- Undertake training as and when required.
- High standards of personal hygiene
- Ability to work independently and as part of a team

### Desirable

- Previous experience within a healthcare environment

## 8. Competencies

■ Growth, Client & Customer Satisfaction / Quality of Services provided	■
■ Cares	■
■ Brand Notoriety	■

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

Version	31.01.19	Date	31/1.2019
Document Owner	Natalie Clark		

