

**Job Description: Logistics Supervisor**

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| Function: |  |
| Job:  | Logistics Supervisor |
| Position:  | Supervisor |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Steve Proctor, Logistics Manager |
| Additional reporting line to: |  |
| Position location: | RSUH |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| Day to day Supervision of Portering 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. |
| Senior Operations ManagerLogistics ManagerLogistics Supervisor Logistics Supervisor Logistics Supervisor Waste team / Distribution team / Pharmacy team / Post Room team / Medical Gas |
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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, 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.
* Actively control Porters out of hours and covering breaks
* 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 for all Logistics functions ensuring adequate staffing levels to maintain the services standards required, including weekend cover requirements.
* To comply with the relevant management systems
* Ensure that ad hoc requests for work allocated by the Helpdesk or other media are dealt with in accordance with the response code, specifically waste / disposal requests.
* Ensuring the effective transfer of waste from all wards / Disposal area’s to designated refuge points on service yards, ensuring waste is correctly processed and area’s kept to a professional standard.
* Ensuring all distribution runs are put away in accordance with requirements, and subsequent management of different cages on site (NHS cages / ELIS cage segregation)
* Ensuring all pharmacy items are delivered in a timely manner and any subsequent Pharmacy tasks completed.
* To ensure that all post is delivered across the RSUH site and all franking completed, escalating any issues preventing this task to Management
* Respond to major incidents and emergency situations as instructed
* To identify training needs and carry out staff appraisals
* Complete staff briefings and carry out training with the Logistics team, ensuring high levels of engagement.
* Analyse and resolve staff performance problems.
* To effectively and appropriately manage any instances of conduct or behavioural issues from within the Portering team in accordance with company policies and procedures.
* Carry out induction, on job training with all new members of staff and refresher training with all staff.
* Complete weekly staff attendance records and provide payroll information
* Carry out return to work interviews with staff returning from absence, appropriately action any trigger points in accordance with company policy and procedures
* Work with colleagues during frequent interruptions with unexpected occurrences e.g., staff shortages, infection breakouts and emergencies
* To manage emotion during distressing circumstances
* To implement any changes in the delivery of portering services
* Report 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 Controllers, 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 resolve all waste disposal problems including incorrect disposal by users and potential fire / security hazards. Report to Management any instances of non conformance.
* 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 |
| * Be flexible in their approach, willing to ‘go the extra mile’ to ensure patient care and hospital standards are maintained at all times
* 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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| Version |  | Date |  |
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