

Porter JD

<i>Position Title</i>	Porter	<i>Department</i>	Portering
<i>Generic Job Title</i>	Porter	<i>Segment</i>	Universities
<i>Team Band</i>	TBA	<i>Location</i>	University of Greenwich
<i>Reports to</i>	Assistant FM & Workplace Experience Manager	<i>Office / Unit name</i>	Medway Campus

FM & Workplace
Experience Manager

Assistant FM &
Workplace
Experience Manager

Portering Team

Job Purpose

- To support the delivery of an integrated FM service across Greenwich University and all of it's Campuses
- The post holder will need to have a good knowledge of all University departments and locations across all sites.
- The post holder will need to be flexible and adaptable and willing to support the wider Sodexo as required in line with our corporate values Service Spirit, Team Spirit and Spirit of Progress.

Accountabilities and Responsibilities

- To carefully move resources including equipment, materials and supplies as directed
- To support with moving and delivering post across the University
- To help with deliveries of stock and equipment

- To set up rooms including furniture and equipment as required
- To provide support with setting up resources for University of Greenwich events
- Maintain tidiness of internal and external areas
- To support with waste collection and removal
- Demonstrating pride & professionalism in all facets of customer service.
- To take ownership and accountability of all work
- Communicating with clients professionally at all times, by understanding their needs, promoting our service
- Co-operating with both immediate and wider range of colleagues to the betterment of the site customer, and Sodexo
- Contributing & maintain a positive team spirit
- Maintaining a safe working process related to Health & Safety COSHH regulations
- Undertaking any reasonable ad hoc duties as requested

Key Performance Indicators (KPIs) or “What it will look like when you are doing the job well”

- Positive feedback from the client and Sodexo management team.
- Demonstrates a constructive approach, committed to delivering tasks, resourceful, and self-driven.
- Makes appropriate decisions, speaks confidently, analyses problems, and proposes solutions.
- Takes responsibility, acts with initiative, demonstrates energy and enthusiasm, seeks self-development opportunities.
- Works effectively as part of a team, shares ideas, responds helpfully, communicates effectively, and listens well.
- Support the Sodexo team to deliver continuous improvement in customer satisfaction
- To strive to take ownership and accountability in the mail room service provision
- To ensure that services are delivered in line with contractual requirements

Knowledge, skills and experience

- Customer-facing attitude and excellent team building and people management skills
- Excellent communication skills with the mental agility to ‘think on feet’ and provide convincing practical solutions
- Self motivated and able to work on own initiative within a team environment
- Intelligent approach to performance monitoring including relevant experience
- Resilience when dealing with difficult and challenging people and complex situations
- Proficient IT skills, including Excel, Word & Microsoft Office
- Available to respond to out of normal hours emergency situations
- Ability to influence change where required
- Experience in driving commercial vehicles including Luton vans

Contextual or other information

- **Required to undertake certain aspects of the role.**
- **Required to support other clusters and changes within the overall contract.**
- **Occasional travel required to attend other sites for training, meetings.**

Dimensions

Financial

Staff

Other

5 team members

N/A

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