

JOB DESCRIPTION

Receipt & Distribution Porter

Hereford Hospital

Function	Healthcare
Location	Hereford Hospital
Reporting to	Designated Manager / Supervisor
Role type	Receipt, distribution, stores and portering support

1. Purpose of the role

To provide a safe, accurate and responsive receipt, stores and distribution service across Hereford Hospital. The postholder will receive and check deliveries, maintain reliable records, store goods correctly, prepare orders and distribute parcels, stock, stationery, materials and equipment to the correct destination within agreed timescales.

The role supports an efficient hospital service by protecting stock, maintaining orderly storage and loading-bay areas, and delivering a professional service to colleagues, customers and stakeholders.

2. Main duties and responsibilities

- Receive, unload and check deliveries against delivery notes, orders and relevant systems, identifying quantity, packaging or product discrepancies.
- Report missing, damaged, incorrect or unsuitable deliveries promptly to the designated manager or supervisor.
- Record receipt and onward distribution accurately, maintaining a clear audit trail and obtaining evidence of delivery where required.
- Sort, organise and safely store goods in designated areas, ensuring items are stacked appropriately and are ready for collection or dispatch.
- Pick, prepare and distribute parcels, stores, stationery, materials and equipment to the correct hospital departments in line with agreed schedules.
- Load, unload and move transported items safely, using cages, trolleys or other approved handling equipment as required.
- Monitor stock holdings and par levels, support stock rotation, assist with stocktakes and report shortages, wastage or unusual variances.
- Use relevant computer systems and databases for ordering, receipting, stock control, tracking and reporting tasks.
- Support the operation of central ordering and stores arrangements, including the preparation of departmental orders.
- Maintain the goods-in area, loading bay, stores and associated workspaces in a clean, tidy, secure and hazard-free condition.
- Provide cover during periods of absence and support other service areas when reasonably required, working as part of one team.
- Attend required meetings, briefings and training, and complete other reasonable duties appropriate to the role as directed by management.

3. Key accountabilities and standards

- Deliver an accurate and timely receipt and distribution service in line with Sodexo and hospital standards.
- Maintain robust records so that received items, stock movements and deliveries can be traced and accounted for.
- Maintain appropriate stock availability while promptly escalating shortages, anomalies, wastage and missing deliveries.
- Protect company and customer property through secure storage, careful handling and accurate stock control.
- Follow all health and safety requirements, safe systems of work, manual-handling procedures and mandatory training.
- Wear the required uniform and personal protective equipment, including safety footwear, gloves and high-visibility clothing where applicable.
- Report accidents, fire, theft, loss, damage, unfit products, complaints, compliments and other irregularities to the appropriate manager without delay.

- Complete reasonable management requests within the required timeframe and provide a professional, respectful service at all times.

4. Working relationships

- Work closely with supervisors, service managers, hospital departments, deliveries personnel, suppliers and colleagues across the wider operation.
- Communicate clearly and courteously when confirming deliveries, resolving discrepancies and responding to service requests.
- Act as a positive representative of Sodexo and contribute to a cooperative, customer-focused working environment.

5. Person specification

Essential

- Good written and verbal communication skills.
- Computer literacy and the ability to learn and use ordering, stock and receipting systems.
- Ability to organise workload, prioritise tasks and maintain accurate records.
- Ability to work effectively both independently and as part of a team.
- A professional, respectful and customer-focused approach.
- Physical capability to undertake the requirements of the role safely, including moving parcels and stores using approved equipment and methods.
- Reliability, attention to detail and willingness to follow operational, hygiene and safety requirements.

Desirable

- Previous experience in receipt and distribution, stores, warehousing, logistics, stock management or a similar operational environment.
- Experience of working in a hospital, healthcare, facilities-management or customer-service setting.
- Familiarity with stock-control, ordering or delivery-tracking systems.

6. Role challenges

- Ensuring deliveries and internal distributions are completed within required timescales.
- Preventing loss, misplacement or misdelivery through accurate checking, storage, tracking and handover.
- Maintaining accurate stock information while responding to changing service demands.
- Keeping busy goods-in, stores and loading-bay areas safe, secure, clean and organised.
- Balancing scheduled deliveries with urgent or unplanned operational requests.

7. General requirements

- Comply with company policies, hospital requirements, confidentiality expectations and all relevant operational procedures.
- Maintain personal hygiene and attend work in a clean, intact uniform appropriate to the role.
- Participate in training and development required to perform the role safely and effectively.
- This job description summarises the main responsibilities of the role and may be reasonably updated to reflect service requirements.

8. Acknowledgement

Job holder name	
Job holder signature / date	
Manager name	
Manager signature / date	