

Job Description: Portering & Logistics Manager

Function:	Soft FM services.
Job:	Operational Manager
Position:	Portering, Waste and Helpdesk Manager
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	TBC
Additional reporting line to:	TBC
Position location:	Homerton 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, general portering, dedicated portering, waste management, postal services, receipt and distribution services, Linen distribution and laundry collect and uniform distribution across the Homerton University Hospital site and ELFT areas, and include Waste management at Mary Seacole Nursing Home.
- To drive operational excellence by use of data to make informed, evidence-based decisions and accountabilities.
- Support integration with all other Sodexo support services to drive cultural change and sustainable staffing.
- To develop true partnership working with our Trust partners, ensuring that relationships are developed and maintained to driver positive Client experience and Service security.

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					
	Net income growth:	tbc		Outsourcing growth rate:	n/a	HR in Region	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 activities within the Helpdesk, Portering and Distribution services, evaluating and improving standards/performance/KPI's
- Ensure the continued provision of a high-quality service responsive to client and contractual requirements
- Manage and administrate the Management of Waste onward treatment and disposal including maintenance of the contractor relationships.
- Support and drive Waste Management education across the estate.
- Drive the roll out of Simpler Recycling across the estate to improve and support compliance.
- Manage and support the operational front line teams, providing opportunities for personal development, appraisals, competency checks and opportunities to realise promotions.
- Develop, manage and maintain formal and informal communications with the Trusts contracts team to drive the contract towards true partnership working.
- Work collaboratively with the clinical teams and other key stakeholders to ensure standards of service are suitable, delivered and maintained. Allowing for open conversations focused on patient experience and flow.

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

- Monitor all applicable KPI's on a daily basis
- Ensure all KPI's etc are reported as required and as per agreed timescales as per the Service Level Agreements.
- To ensure continuous improvements in all aspects of service delivery are documented and completion is evidenced.
- Ensure staffing levels and skill mix are appropriate for the onsite activities, to ensure that rostering is in place, and takes into account sickness/ annual leave and additional preplanned activities.
- Recruit, organise, train, develop, retain and motivate staff to ensure a high-quality service is provided.
- Analyse and resolve staff performance problems based upon comprehensive data provided via a number of systems.
- Identify areas of service weakness; develop proposals and remedial strategies.
- Proactive planning to limit service issues and respond appropriately to resolve issues in a timely manner, and report actions via agreed processes.
- Take active responsibility for all compliance and training documentation.
- Ensure that all staff are adequately trained to maintain the required level of service including specialist training as identified in the Service Level Agreements.
- Ensuring that Data protection, dignity and privacy is maintained for service users.
- Deal with complaints all complaints made regarding accountable services, ensuring that they are satisfactorily resolved with clear corrective actions identified and closed.
- Manage all HR matters, with HR support, ensuring all are managed promptly and in line with the relevant policy, in a fair manner.
- 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 legislation and codes of practice appertaining to NHS, Legal and 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, Helpdesk and Waste 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 clear, supportive and driven 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
- WAMITAB or equivalent waste qualification.

Desirable

- Experience in Portering services within a Health and Care environment.
- Experience in a hospital environment
- Holder of IOSH Working Safely certificate or equivalent.
- Holder of a Management Qualification

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

■ Resourcefulness	■ Being Resilient
■ Collaborates	■ Ensures Accountability
■ Communicates Effectively	■ Drives Results

9. Management Approval – To be completed by document owner

Version	1	Date	19 August 2026
Document Owner	Louise Durose- SME Portering, Logistics, Waste and Helpdesk Services.		