

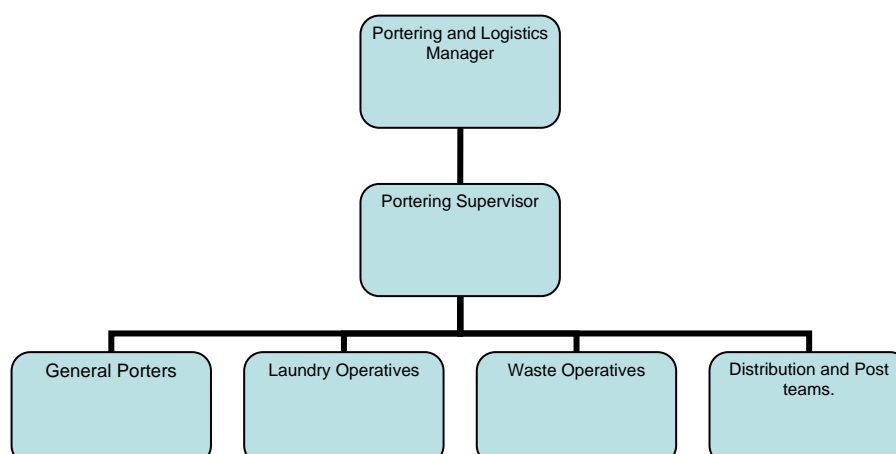
# Job Description: Retail Catering Assistant

Function:	Healthcare
Job:	Portering Supervisor
Position:	Portering Supervisor
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Rod Martin - Portering & Logistics Manager
Additional reporting line to:	
Position location:	Ipswich Hospital

## 1. Purpose of the Job

- Assist in the management of a high quality, timely, responsive, cost-effective and pro-active portering service to meet the needs of the wards and departments. Ensure that patients, materials and equipment are safely and appropriately transferred around the hospital to the standard required by the Client and Sodexo as set out in Service Level Agreement. Direct patients, staff and visitors to all areas of the hospital. Undertake a number of other support services to assist the functioning of the Trust operations

## 2. Organisation chart



### 3. Main assignments

Specific duties will include but may not be limited to all the following **Accountabilities** or “What you have to do”

- Deploy a team of porters, assessing workload schedules and allocating resource as required whilst prioritizing urgent requests.
- Ensure Portertrac system is used correctly at all times.
- Draw up weekly staff rosters as required using the Kronos system.
- Supervise the work of all portering staff in order to maintain and deliver a quality service according to set work schedules and procedures.
- Undertake weekly monitoring of quality control systems for the portering service through appropriate IT systems as instructed.
- Undertake appropriate remedial action in areas that do not meet the required standards.
- Control and issue all portering equipment and materials within budget limits.
- Oversee the reporting of maintenance defects of portering equipment and materials, according to set procedures.
- Assist in implementing portering policies to agreed standards.
- Monitor and report on all staff absences and sickness including updating Kronos, in line with policy.
- Complete all return-to-work interviews
- Ensure that all portering materials and equipment are kept clean, hygienic and maintained. Ensure that all materials and equipment are always locked away when not in use.
- Ensure that all portering staff follow the correct procedures for signing out / in of all keys.
- Control the receipt and issue of portering materials and equipment ensuring clear stock control at all times.
- Accurate completion of necessary documentation as requested.
- Build and maintain effective relationships with staff, clients and other departmental supervisors.
- Motivate staff through good communications, regular team huddles & individual contact, progressing and feeding back to the management team on any issues raised, follow up on these and ensuring any necessary actions are taken.
- Show and train new porters.
- Ensure all job skills training is completed within the initial 90-day induction plan
- Ensure all job skills competencies are reviewed on an annual basis
- Maintain all H&S safety training to compliant levels
- Assist in, organise and implement appropriate training in line with personal development plans and divisional business plans.
- Provide cover as necessary in times of staff shortages.
- Analyse and resolve staff performance problems.
- Completes surveys as required.
- Carry out routine admin tasks as required.
- Recommends changes to portering policy and service delivery, implementing changes as appropriate in consultation with Portering Manager.
- Perform other such duties as may be reasonably requested by the Portering Manager

### 4. Accountabilities

#### Emergency Instructions:

- Fire duties as required
- Helicopter landings

#### Housekeeping:

- Ensure the cleanliness of the Porters area at all times.

**Team Working:**

- Provide cover for the portering team when required.
- Work in partnership with Sodexo managers, supervisors, client staff and colleagues.
- Lead new starter inductions on the “buddy” programme.

**Training:**

- Participate in required company and Trust training.

**Conduct:**

- Be correctly dressed in the correct uniform at all times and to ensure that all porters are also dressed correctly at all times. This specifically includes the wearing of Sodexo name badges and Trust identity cards and to ensure that both are clearly visible at all times.
- Staff must conduct themselves in a professional, polite, courteous and appropriate manner and attitude towards patients and maintain their dignity at all times, including privacy when it comes to their personal information.
- All portering staff will be mindful to give assistance and wherever possible to help with any queries raised by patients, visitors and staff.

**5. Person Specification****Essential**

- Facilities / support services background.
- Previous experience in a team leader role or similar.
- Ability to communicate in various ways to all levels.
- Ability to comply with service requirements in line with client policies at all times.
- Awareness of Health and Safety legislation and experience in using it.
- Undertake training as and when required.
- High standards of personal hygiene

**Desirable**

- Level 3 Management and Team Leading

**6. Competencies**

▪ Health & Safety	▪ Leadership and Management
▪ Learning and Development	▪ Infection control awareness
Change Management	Performance Management

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

Version	2	Date	
Document Owner			

NAME	
SIGN	
DATE	