

Job Description: Logistics Supervisors

Function:	
Position:	
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Oluseye Fasemore
Additional reporting line to:	Rory Cookson
Position location:	Wythenshawe

1. Purpose of the Job – State concisely the aim of the job.

To supervise and coordinate the hospital logistics/porter team, ensuring the safe, timely, and efficient delivery of support services across the hospital. The role supports operational effectiveness by managing staff, overseeing patient and equipment movement, maintaining service standards, and ensuring compliance with health, safety, and infection control procedures.

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

- Supervising and coordinating portering staff to ensure efficient patient, equipment, and material transfers across the hospital.
- Preparing and managing staff rotas to ensure appropriate service coverage across shifts and departments.
- Monitoring workflow and allocating tasks to portering staff to ensure timely completion of requests.
- Acting as the first point of contact for operational issues related to logistics services.
- Supporting and guiding staff through coaching, performance monitoring, and day-to-day supervision.
- Using internal systems such as HIVE and Kronos to manage workforce information, attendance, and operational data.
- Utilizing Microsoft Teams, Outlook, Excel, and Word for communication, reporting, scheduling, and administrative tasks.
- Ensuring staff complete required training including Great! training and other compliance or operational training.
- Responding to incidents, service delays, or operational issues and escalating where necessary.
- Maintaining effective communication with clinical and non-clinical departments to ensure service requirements are met.

3. Context and main issues – Describe the most difficult types of problems the jobholder must face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- Managing staffing levels and rota coverage in a 24/7 hospital environment while responding to absences or operational demands.
- Coordinating multiple urgent requests simultaneously in a fast-paced clinical environment where delays may

impact patient care.

- Supporting staff performance, addressing conduct or performance concerns, and maintaining team motivation.
- Ensuring strict compliance with hospital policies, health and safety regulations, infection control procedures, and manual handling standards.
- Resolving service delivery issues quickly while maintaining high service standards and strong relationships with hospital departments.
- Balancing operational responsibilities with administrative duties such as reporting, scheduling, and training compliance.

4. 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.

Ensure the effective coordination and supervision of logistics staff to maintain timely patient transfers and equipment movement across the hospital.

Maintain appropriate staffing levels and rota coverage to support continuous service delivery across all shifts.

Promote a safe working environment by ensuring compliance with health and safety, infection control, and manual handling procedures.

Support staff development and engagement by ensuring completion of mandatory training, including Great! training and operational training requirements.

Monitor and report service performance, addressing operational issues promptly to support efficient hospital operations and patient care.

5. 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.

Direct supervision of approximately 140 portering staff (depending on shift or department structure).

- Responsibility for rota planning and workforce coordination across multiple shifts within a 24/7 hospital service.

6. Job profile – Describe the qualifications (Education & experience), competencies and skills needed to succeed in the position.

- Previous experience in a logistics, portering, facilities, or healthcare support environment.
- Prior supervisory or team leadership experience preferred.
- Good IT skills including Microsoft Teams, Outlook, Excel, and Word.
- Experience using workforce or operational systems such as Kronos, HIVE, or similar systems is desirable.
- Strong organizational and problem-solving skills with the ability to manage multiple priorities.
- Effective communication and interpersonal skills for working with clinical teams and managing staff.
- Knowledge of health and safety, infection control, and manual handling procedures.
- Ability to work under pressure in a fast-paced hospital environment.
- Willingness to undertake additional training as required.

7. Organization chart – Indicate schematically the position of the job within the organization. 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.

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Levels

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Received:

Date:

Job holder

Date:

Immediate Manager