

Job Description: Porter Task Dispatcher

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| Function | SODEXO Healthcare  |
| Job | Dispatcher |
| Position  | Porter Task Dispatcher |
| Position location | Imperial (Charing Cross, Hammersmith, St Marys) |
| Date  |  |
| Immediate manager |  Portering Manager |
| Job Title  |  Facilities Dispatcher |
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| 1. Purpose of the Job |
| * Manage the local CARP’s system
* Manage the flow of tasks from the Sodexo helpdesk to the various hospital departments
* Manage the allocation of tasks so as to minimise failed tasks
* To escalate any issues with any of the Imperial Soft Services immediately through the hospital escalation procedure, to include Patient Dining, Domestic and Pest Control issues and delays.
* To act as an ambassador for the company and to deal with its clients and suppliers in a polite and reasonable manner at all times
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| 3. Organisation chart  |

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| **4. Context and main issues**  |
| * The post holder may work in an environment where they could be exposed to sensitive circumstances.
* The post holder will be exposed to some unpleasant environment conditions.
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| 5. Main assignments  |
| * Assign tasks to the Portering, Domestic and Patient Dining teams from the Sodexo helpdesk in accordance with existing protocols.
* Manage all assigned tasks so they are completed on time and chase any that are beaching KPI targets.
* Communicate effectively with all porters throughout their shift.
* Communicate effectively with other Sodexo staff to ensure Domestic and Patient Dining tasks are also completed within agreed time frames.
* Log approved mitigations to failed tasks where appropriate.
* Ensure supervisors and/or managers are continually updated on the level of service delivery especially if there is a rise in the number of failed tasks that may need immediate action.
* Communicate delays or cancellations promptly to the person who logged the task and record feedback/comments.
* To flag up any gaps in service due to sickness and absenteeism and to work closely with and assist the supervisors and management in covering any short falls ASAP.
* Log feedback for all Sodexo services inc. Porters, Patient Dining and Domestics where possible to assist with future DATIX or investigations where there is an issue but also in all cases where feedback is given.
* Collate and file Ad Hoc log sheet from departments.
* Ensure a full and effective handover with the next shift so that Sodexo are not left at risk due to poor communication.
* Manage the porters breaks to ensure optimum portering resource at all times.
* Ensure all portering staff are wearing correct uniform and PPE at all times and escalate any issues to the Portering Supervisor/Manager
* Ensure planned and scheduled tasks are managed effectively.
* Manage the lift system where appropriate.
* Manage the radio stock ensuring where they are at all times and escalating any malfunctions.
* Produce reports from the CARP’s system for the service managers on request.
* Liaise with the Pest control provider signing off tasks on their PDA.
* Carry out training as and when required.
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| 6. Accountabilities |
| * Follow all company health and safety and food safety training given to you.
* To ensure a prompt delivery of all services in line with the companies and clients standards
* Attend work in line with company’s person hygiene policy, with a clean intact uniform.
* Comply any reasonable requested by your line manager(s) in a the required time frame
* Complete any reasonable requests by Sodexo management in the required time frame
* To report any customer complaints or compliments to the relevant service manager and arrange for remedial action to be taken as soon as possible
* To report any incidents of accident, fire, theft, loss, damage, unfit food or other irregularities and to take appropriate action
* To attend meetings and training courses as necessary
* To provide cover during periods of absence and sickness
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Receive and provide general basic level communications.
* Must be able to multi-task.
* Able to make decisions quickly and effectively.
* Must be able to speak English fluently.
* Punctual and good attendance.
* Wiliness to learn.
* Good listener.
* Ability to follow written or verbal task quickly and efficiently.

**Key communication and working relationships*****Internal:*** Sodexo staff, Patients, Clients and Trust employees***External*:** General public, Suppliers and Sub Contractors |

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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
| * Complete tasks in a timely manor
* Have a great attendance and time keeping record
* Complete all aspects of work given to the required company standard
* To ensure that all incidents occurring within the department are reported in accordance with Company procedures, investigated and corrective action taken as necessary and/or report to the relevant Service Manager
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| 9. Employee Approval – To be completed by document owner |
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| Employee Name |  | Date |  |
| Employee Signature |  |

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| 10. Management Approval – To be completed by document owner |
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| Manager Name |  | Date |  |
| Manager Signature |  |

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This job description is indicative only, and the post will continue to evolve as the Company’s priorities develop and to ensure business needs are met. It will therefore be revised in consultation with the post holder from time to time and not less than annually. You may also be required to provide cover in other areas, following appropriate discussion.