

Job Description: Security & Logistics Manager



Function:	Support Services (Healthcare)
Job:	Security & Logistics Manager
Position:	Security & Logistics Manager
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	General Manager
Additional reporting line to:	Site Director
Position location:	Stoke Mandeville Hospital

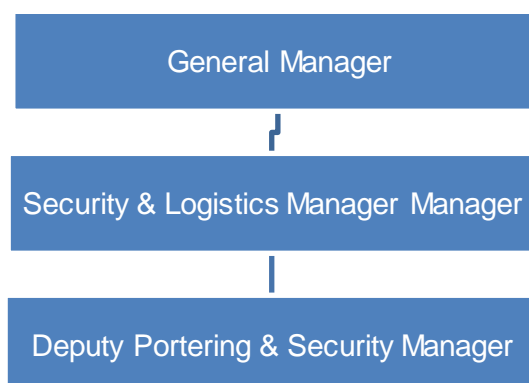
1. Purpose of the Job – State concisely the aim of the job.

- Responsible for the overall management and efficient operation of the Security & Logistics services at Stoke Mandeville Hospital to include Portering services, Waste services, couriers, car parking linen & laundry & postal services in addition to Security
- Ensure that all services perform within agreed Sodexo budget parameters & that they comply fully with the contract specification as agreed with the client.

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 FY17:				
	Responsible for 65 staff			
	Direct reports - 3			
Characteristics				

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.

- Busy hospital environment with daily challenges with staffing.
- Be able to react to events and keep a calm head.
- Have a valid SIA license & keep abreast of all current legislation.
- Adhere to correct waste practices.
- Ability to handle difficult & sensitive issues with the client base

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

- Ensure rosters are in place to adequately cover all Logistic & Security services and that all hours are within the agreed budget.
- Make sure all portering & waste requests are completed within the appropriate time scale as dictated in our service level agreements, and that financial penalties are minimised.
- Ensure that all linen deliveries are completed within the agreed schedules and that the linen contractor is monitored closely for their performance with regular meetings held.
- Ensure all staff are in the correct uniform (to include safety shoes) and name badge & that they fully comply with all Health & Safety legislation.
- Investigate and provide reports for all Datix, complaints and service failures, provide lessons learnt and implement actions if required.
- Maintain Kronos time management system, uploading the weekly roster, recording holidays and resolving any anomalies on a daily basis.
- Carry out yearly and half yearly PDR,s for all staff under remit.
- Carry out return to work interviews, arrange and complete sickness reviews once triggered.
- Sign and check all agency hours on a weekly basis, making sure all names are enrolled on Kronos.
- Ensure all new staff are given the appropriate induction and that training needs are identified with a appropriate plan implemented.
- Ensure all monthly curriculum training is completed in a timely manner along with bespoke training such as medical gas, bloods, Pat slide, and that Health and Safety competency checks are carried out annually.
- Make sure provision is made to maintain all mechanical equipment aids, such as the Gas transporting tug with records filed and available for inspection.
- Actively promote and demonstrate CARES values and Focus on Five.
- Provide site accountant with all additional service requests by the client to ensure sufficient hours are charged.
- Provide management information for inclusion in the monthly report in a timely and accurate manner.
- Ensure the Safeguard Health & Safety file is fully up to date for all Logistics services, and that the Waste policy is carried out as per standard.
- Identify all risks relevant to Service and complete risk assessments where appropriate.
- Monitor the Daily Occurrence book ensuring that any serious incidents are recorded and investigated.
- Act as Sodexo on –call Manager on a roster basis as and when required.

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.

- All tasks carried out in within the parameters set in the KPI,s and service penalties minimised
- 100% compliance for all appropriate & statutory training.
- All Risk assessment and Safeguard paper work to be created maintained and current.
- Deliver all Logistic & Security services within agreed Budget figures.
- Maintain accurate input into Kronos of all labour, undertake all action generated by Kronos for absence management.
- 100% completion of staff PER's annually.

7. Person Specification – Indicate the skills, know ledge and experience that the job holder should require to conduct the role effectively

Essential

- Ability to be an effective team player.
- Proven track record of managing Logistics services within a large hospital environment.
- Excellent interpersonal skills with the ability to relate at all levels within the Trust, service users etc.
- Good standard of literacy and numeracy
- Good time management and organisational skills.
- Ability to monitor, lead and develop a team of people increasing individual effectiveness through leadership, motivation, communication, coaching and training
- Financial awareness & understanding in managing budgets
- Understanding of relevant Health and Safety, Employment and other legislative requirements.
- Self-motivated
- SIA License
- IOSH Working Safely Certificate
- Flexible approach to role
- Good level of computer skills including Microsoft word and Excel.

Desirable

- CCTV License
- Waste qualification.

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

▪ Growth, Client & Customer Satisfaction / Quality of Services provided	▪ Leadership & People Management
▪ Rigorous management of results	▪ Innovation and Change
▪ Brand Notoriety	▪ Business Consulting
▪ Commercial Awareness	▪ HR Service Delivery
▪ Employee Engagement	
▪ Learning & Development	

9. Management Approval – To be completed by document owner

Version	1	Date	30 th August 2017
Document Owner	SDA		