JoB description

|  |  |  |  |
| --- | --- | --- | --- |
| Position Title | **Porter** | Department | REFM Catering |
| Generic Job Title | Porter | Segment | Corporate Services |
| Team Band | Unbanded | Location | Shell Centre London |
| Reports to | Head Chef | Office / Unit name | Sodexo Catering |

## ORGANISATION StRUCTURE

Head of Talent

#### Job Purpose

To perform and assist in a variety of tasks including cleaning,washing accepting deliveries and transporting od said items and other manual duties as requested by the head chef and kitchen team and to adhere to all client and Sodexo policies.

#### Accountabilities or “what you have to do”

* Ensuring your work area environments are clean, tidy and presentable at all times.
* Ensure you wear approiprate PPE at all times.
* Ensuring Deliveries meet food safety and health and safety standards.
* Management of the general work area.
* Observe H&S guidelines at all times, ensuring use of safety signs and barriers in place as required
* Comply with all Company and Client policies and procedures, statutory regulations relating to your work place, this will include but not limited to fire; health and safety; hygiene; working safely; CoSHH. Ensure the safety and security of company and client property
* Complete all Due diligence records as directed accurately and in timely manner
* Report any incidents of accident, fire, theft, loss, damage, unfit food or other irregularities to line manager,
* Report all complaints and compliments to line manager, taking action where practicable
* Actively support and promote the “One Team” ethos of working and supporting between departments.

**Key Performance Indicators (KPIs)** **or “What it will look like when you are doing the job well”**

* Work areas areas are kept tidy and clean at all times.
* A positive working environment where the ‘One Team’ culture is evident and actively followed
* Work to and comply with all Shell KPIs.
* All tasks completed within service levels
* Comply with Company and statutory regulations relating to safe systems of work, health & safety, hygiene, cleanliness, fire and COSHH.
* To treat your team members at location as you would expect to be treated
* To attend health & food safety training courses as required
* To rigorously follow the unit cleaning schedules and all other due dillegence records as requested
* Attend all location meetings as required
* To Show commitment to company values in all aspects of your role
* To act as a positive ambassador for the business
* To attend to any reasonable requiest made by the client or Management

#### 

#### Skills, Knowledge and Experience

Essential

* Well Presented
* Able to communicate on all levels, excellent customer care skills
* Presentable and personable
* Knowledge of H&S
* Attention to detail
* Knowledge of food safety

Desirable

* Previous experience of working in a similar role

#### Contextual or other information

* Any reasonable request from a member of the Sodexo management team
* Attend any training and meetings as requested some of which may be outside your normal working hours or at a place which is not your normal place of work
* To cover different shifts and departments where practicable, some of which may be short notice

|  |  |  |  |
| --- | --- | --- | --- |
| Version | 1 (Shell Centre) | Date | 28/1/17 |
| Document owner | Fred Ocran | | |