

# Job Description:

## [Office Services Porterage Coordinator]



Function:	Corporate Services
Job:	Office Services Porterage Coordinator
Position:	<b>Office Services Porterage Coordinator</b>
Job holder:	TBA
Date (in job since):	TBA
Immediate manager (N+1 Job title and name):	Soft Services Manager – John Clarke
Additional reporting line to:	General Services Manager – Simon Proctor
Position location:	Colgate Palmolive - Guildford

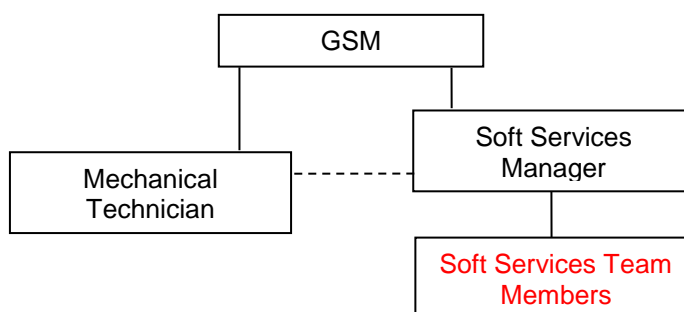
### 1. Purpose of the Job – State concisely the aim of the job.

- To carry out reactive, proactive and planned logistics coordination for site storage, transport and porterage.
- Tasks will include the need for manual handling, safety and logistics proficiency together with a flexible “can do” approach.
- To help support the logistics Services for the client to the agreed specification & to the agreed performance, qualitative & financial targets.
- Provision of site cover for office services team members, in times of absence – Covers all soft service elements.

### 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 FY16:	n/a	EBIT growth:	n/a	Growth type:	In- house delivery	Outsourcing rate:	40%	Region Workforce	n/a
		EBIT margin:	n/a			Outsourcing growth rate:	n/a	HR in Region	n/a
		Net income growth:	n/a						
		Cash conversion:	n/a						
Characteristics	<ul style="list-style-type: none"><li>▪ H&amp;S, Fire and COSHH compliance</li><li>▪ Client building environment satisfactory</li></ul>								

### 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.

- Attend training courses from time to time where there is a business need
- Comply with all company policies & procedures, & client site rules & regulations
- The coordination of office and logistics services, to client site users, and site safety
- Productive and efficient use of time to undertake planned and re-active logistics/moves.
- Work to ensure service delivery needs are met.
- Provide accurate records of time taken for tasks, materials required/used and any other information required to ensure efficient service delivery.
- Proactive use of technology (Mobile Phone, Maintenance Software, Computing & Hard Plant) to maximise efficiency.
- Ensure that Sodexo or client property or systems are not misused, lost or abused.
- Proactively investigate material source/purchase and alternate solutions to ensure all works can be cost effectively completed.
- Inform line manager of any impending situation, including predicted materials shortage, access or leave that could impact service delivery.
- Manage other trades (own team, sub contract or client) as and when required.
- At all times represent oneself and Sodexo in a professional manner.
- Clear, open and honest communications (written and verbal) with all colleagues to ensure Team and Company objectives are met.
- Take all reasonable steps to maximise client and site/service availability.
- Carry out all duties in an open and honest manner, embracing Sodexo core values of Spirit of Progress and good team play.
- Follow best practice, at all times working in a safe manner.
- The safe testing, operation and maintenance of plant and equipment.
- Take ownership for site safety, fire safety, storage solutions & client liaison
- Proactively undertake any necessary training.
- To provide instruction and guidance for safe storage practices.
- At all times keep the General Service Manager informed of issues or problems.
- To carry out all work you are deemed competent to perform (be it electrical, mechanical, fabric, waste or portorage/moves) in a timely, obliging and supportive manner.
- At all times prevent unnecessary disruption of services.
- To ensure the highest level of client - customer relationships are maintained.

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

- Complete tasks as required, to appropriate standards and at all times follow Industry best practice.
- At all times comply with Health, Safety, Environmental and trade/industry regulations in accordance with statutory and contractual requirements.
- Completion to the standards of; Risk Assessments, COSHH Assessments and other H&S compliance and safety expected activities.
- At all times comply with Company Quality Assurance, Safe Systems of Work and Health and Safety Procedures.
- To ensure all areas in which work is undertaken are kept in a clean and tidy condition to ensure minimum disruption.
- Complete documentation as required to ensure clients and colleagues are communicated with effectively.
- Where deemed competent/qualified to do so undertake responsibilities to enable tasks to safely complete.
- Act as client liaison with internal departments, coordinate storage solutions and allocation of space.
- Provide site portorage services to internal departments of product deliveries both inbound/outbound.
- Coordination of the conference room daily checks, configuration changes and support for room bookings.
- Providing cover for Office Services team, including Reception, Postroom, Goods-in, Cleaning, Hard Service Support & Catering – As required
- Maintain tools, equipment, PPE to a safe and good working order of condition.

- Maintain stocks of storage solutions, stationery and other stock pertaining to responsibilities.
- The accurate completion of all task sheets or appropriate soft copy/electronic equivalent with relevant information.
- To be a focal point for proactive service delivery to all aspects of the building and services support.
- To proactively seek and remedy H&S issues, storage requirements & fire risk in a timely and professional manner.
- To build professional relationships with all stakeholders (client and own team).
- To proactively seek to enhance personal skill set with the aim of improved service.
- Carry out other reasonable tasks as directed by management in order to meet the operational requirements of the business.
- Carry out daily building inspections of site conference rooms, access/egress routes & storage needs responding to faults & reporting non-compliance to line manager.

**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.

- Planned storage control – all planned proactive control of site storage solutions, delivered in line with departmental needs, and H&S requirements within the premises.
- Reactive Portage – delivered within 1 day of request from internal teams. Within the premises.
- Proactive services – proactive approach is essential, any necessary Storage & H&S related to the site, provision of conferencing services, and continuity in site team services by way of cover arrangements.
- Seek to raise standards & improve quality of performance & service

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

Essential / Preferred:

- Previous logistics training together with adequate experience of H&S related storage solutions.
- Together with quantifiable training and/or experience/qualifications in **either**:
  - H&S
  - Fire Safety
  - Logistics storage rotation

Be willing to:

- Under take all necessary training to develop multi skills as required
- Assist any other trade as and when required
- Provide additional support over and above any hours already worked within a working day to assist colleagues and ensure any threat to site security/operation is minimised (e.g. a flood occurs at the end of shift, but the team remain on site to clear etc.)
- Use own initiative to carry out work safely and effectively under own initiative without constant close supervision
- Work within Safe Systems of Work
- Be part of a helpful, pro-active building and facilities team that will responsibly communicate with members of the client and own team
- Have a positive, up-beat communicative attitude
- Have good attention to detail
- Carry out all reasonable tasks as directed by management in order to meet the operational requirements of the business

**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
- Rigorous management of results
- Innovation and Change
- Commercial Awareness
- Learning & Development
- Supplier Management

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

Version		Date	
Document Owner			