

Job Description:
Porter

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| Function: | Corporate |
| Position:  | Porter |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Porterage Team Leader  |
| Additional reporting line to: | Soft Services Manager |
| Position location: | Leonardo, Yeovil |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| **Job Purpose**To Support the Porterage Team Leader in all Porterage and Soft Service Support activities as part of a TFM contract including sub-contractors to meet the contracted specification, SLA’s and KPI’s.  |
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| 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 FY15: | £2.7m | EBIT growth: | tbc | Growth type: | Organic | Outsourcing rate: | n/a | Region Workforce | Yes |
| EBIT margin: | tbc |
| Net income growth: | tbc | Outsourcing growth rate: | n/a | HR in Region  | Mathew Elliston |
| Cash conversion: | tbc |
| Characteristics  | * Annual budget £2.7M. Fixed Price and Variable Contract
* Services to support include: Cleaning, general, workshop & industrial, Horticulture, Portering. Subcontracted: Waste, Pest Control.
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| 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. |
| Account ManagerSoft Services ManagerCleaning ManagerHorticultureSub-ContractorsPorterage Team LeaderPorter  |

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| **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. |
| * Modernise our service offer to ensure that we are fresh
* Have the ability to identify zones in need of attention, prioritise and make good the area
* The ability to maintain good customer relationships
* Be prepared to undergo training
* All client house rules to be understood implemented where appropriate.
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Delivery of a consistent level of service, within the Company's standards, to the contract specification and service offer
* Compliance to company policy’s and statutory regulations relating to safe systems of work, health & safety, hygiene, cleanliness, fire and COSHH.

Client satisfaction |

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| 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. |
| * Ensure operational, planned and reactive activities are effectively planned and scheduled and undertaken on time and in accordance with Statutory Legislation, appropriate maintenance specification and agreed SLA response times
* Ensure compliance with all Health & Safety legislation and Company/Client Health & Safety practices and procedures.
* Liaise with and escalate issues to the Porterage Team Leader in accordance with escalation processes
* Gain a sound understanding of the Client’s objectives
* Assist in the preparation of operational procedures, emergency and contingency plans to achieve best working practices and demonstrate continuous improvement.
* To ensure 100% compliance to all standards set by Sodexo, customer and other governing bodies.
* To ensure a clean and tidy work ethic is installed utilising the 5s and LEAN methodology.
* To assist on other sites within the AWL portfolio as may be necessary in an emergency
* Actively seek and identify opportunities for business growth within the contract.
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| ***Essential**** Ability to achieve high standards and a good work ethic
* Self-motivated
* Ability to work effectively as part of a team
* Good interpersonal skills and ability to communicate effectively with customers, clients, and employees
* Flexible approach to role
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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
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| * Client Growth and Customer Satisfaction
 | * Innovation and Change
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|  | * Brand Notoriety
 |
|  | * Planning and Organising
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| 9. Management Approval – To be completed by document owner |
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