

Job Description:
Facilities Porter

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| Function: | Corporate Services IFM |
| Position:  | Facilities Porter |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Soft Services Manager, Corporate Services IFM |
| Additional reporting line to: | Senior Cleaning Supervisor & deputy in their absence |
| Position location: | Rochester, Kent |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * To provide a seamless facilities porterage role across a busy site during a period of Site Transformation
* To liaise with site personnel as instructed by the Soft Service Manager and the Senior Cleaning Supervisor or designate in order to ensure the provision of an efficient and effective service
* To maintain high standards and to build a strong customer base through excellent relationships and communication
* To ensure a ‘can do, will do’ culture which is adhered to at all times and have a great eye for detail
* To prioritise tasks and respond to ad hoc requests in a timely manner including Maximo work order requests
* To complete and submit accident and near miss and defect forms as appropriate
* To respond immediately to fire alarms on activation. To undertake Fire Marshall training.
* To manage the meeting rooms from a housekeeping/cleaning perspective and to report any faults found
* Replenish stationary cupboards, photocopier supplies and inform BAE when stock is needed to be ordered
* To collect secure waste from confidential bins and store in the lockable container ensuring security and compliance. Facilitate the contractor on monthly collections
* To provide escort duties for a range of contractors including confidential waste, water bottles, food waste etc.
* To cover and support post room duties in the event of any absence
* To cover and support cleaning services as requested including use of mechanical cleaning machinery
* To cover and support waste services as requested including external waste clearance and liaison with any contractors.
* To undertake gritting on walkways when required.
* Report any building defects or Health and Safety issues to the Helpdesk
* To report Client complaints and compliments
* Take part in Appraisals/Performance Reviews including the recognition of training and development needs.
* Use of IT systems including a Handheld device
* Work in line with issued Risk Assessments and Safe Systems of Work as trained.
* To complete any necessary administration tasks and reasonable requests
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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. |
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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. |
| * Confidence in customer support with the ability to make decisions as required
* Balance of cross service/department working
* Relationship management both with colleagues and Client staff
* Strong organisational skills, prioritisation and completion of tasks as required
* Flexibility
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * To provide porterage services including delivery of items to individual desks, defect reporting, stationery and photocopier replenishment, various contractor and escort support. Some tasks may require use of a trolley or support from a colleague
* To be the ‘go to’ person for the customer. To work individually and as part of a team. To provide an immediate response but to also prioritise the tasks requested to ensure Client satisfaction.
* Undertake all allocated tasks and perform them in a timely and professional manner, reporting back via handheld device as trained
* Undertake training as required.
* You must attend health and safety training as instructed by your line manager.
* Be proactive to ensure all H&S issues are reported/escalated as required. All accidents and unsafe situations must be reported & recorded immediately.
* Maintain informal communications with Client staff members related to service levels and issues.
* Remain flexible with regards to site attendance and tasks undertaken within personal competency.
* Be fully aware of relevant Health and Safety and general legislative matters.
* Uniform and PPE will be issued which must be worn and be kept clean and in good condition.
* You must attend a weekly team huddle when on shift.
* You must comply with site rules.
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| 6. KPI’s – or “what will it look like when you are doing the job well” |
| * All Health and Safety concerns are highlighted, reducing risk to staff and visitors
* Positive feedback received
* PDR Objectives met
* Areas of responsibility are to an ‘exceptional’ standard
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Flexibility and commitment to an evolving site
* Enthusiasm to undertake additional training as required for all tasks
* Preferred but not essential First Aid at Work certificate
* Numerate and computer literate.
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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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| * **Growth, Client & Customer Satisfaction / Quality of Services provided**
 | * Leadership & People Management
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| * Rigorous management of results
 | * **Innovation and Change**
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| * **Brand Notoriety**
 | * Business Consulting
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| * Commercial Awareness
 | * HR Service Delivery
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| * **Employee Engagement**
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| * **Learning & Development**
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| 9. Management Approval – To be completed by document owner |
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| Document Owner | Sandra Barlow |

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