

# Job Description

|                            |                   |                     |
|----------------------------|-------------------|---------------------|
| <b>Job title</b>           | Porter Supervisor | <b>Date</b> xxx     |
| <b>Reports to (title)</b>  |                   |                     |
| <b>Contract/Department</b> |                   | <b>Revision</b> xxx |
| <b>Location</b>            |                   |                     |

## Job purpose

Describe the overall purpose of the job in two or three sentences.

Supervise and working as part of a customer focused multi-disciplined team providing Front of House services.

The role will provide portering duties, which include setting up of meeting and conference facilities, assisting in office moves, mail room/document management service and upkeep of general building fabric.

## Duties/responsibilities/accountabilities/deliverables

List the main aspects of the job, with an emphasis on duties and responsibilities for junior roles, and accountabilities and deliverables for more senior roles.

- To always project a professional and positive image to both internal and external customers.
- Supervise a team of porters to achieve workload deliverables efficiently and effectively.
- Supervise external suppliers whilst on site.
- Work as part of a team delivering:
  - setting up conference, meeting room and training facilities
  - moving deliveries/equipment across sites
  - maintenance of buildings finishes, fixtures, and fittings.
- To undertake all duties in a safe, tidy and responsible manner in accordance with health and safety requirements.
- Carry out other duties as may be reasonably requested from time to time by site management or the client.
- Ensure service standards are always maintained and adequate cover is provided.
- Responsible for the care and proper use of building maintenance equipment and tools.

## Resource responsibilities

Indicate the typical number of direct reports, financial responsibility, control over subcontractors and any responsibility for assets, systems or outsourced services.

Xx porters

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## Person specification

Describe the knowledge, skills, qualifications, personality and experience required for the job.

- Experience at supervising a team is essential.
- Customer service experience is essential.
- Experience of working in a mail room beneficial.
- Experience in general handy person tasks beneficial.
- General awareness of health and safety regulations would be beneficial.
- Must be able to work under their own initiative and keen to develop both their personal skills and the role.
- Excellent people skills, including good listening skills and behavioral awareness enabling ability to building effective working relationships.

## Other factors relevant to the job

Enter any additional information which the job holder would need to know, for example: requirement for UK-wide travel, shift patterns, night working, call outs etc.

- Security vetted as required.

|                                   |  |
|-----------------------------------|--|
| <b>Line Manager<br/>Signature</b> |  |
| <b>Print Name</b>                 |  |
| <b>Date</b>                       |  |

|                                 |  |
|---------------------------------|--|
| <b>Job Holder<br/>Signature</b> |  |
| <b>Print Name</b>               |  |
| <b>Date</b>                     |  |

# Job Description

|                  |  |                        |  |                      |  |
|------------------|--|------------------------|--|----------------------|--|
| FOR HR USE ONLY: |  |                        |  |                      |  |
| Job Grade        |  | EMCOR Competency Level |  | Training Profile UTC |  |