



Job Title	Porter - MTI	Job Description Date	April 2023
Department/Team	Facilities	Reports to	MTI Facilities Supervisor
Context			
Founded in 1682, the Royal Hospital Chelsea is a unique retirement community for around 300 Army veterans, known as the Chelsea Pensioners, drawn from every corner of the United Kingdom. Located in the heart of London, it is a remarkable place defined by community, service, and a proud military heritage. Working at the Royal Hospital Chelsea means being part of a close-knit, values-driven community where staff work collaboratively, support one another, and make a meaningful difference every day. We are looking for individuals who contribute to a welcoming and inclusive environment and lead by example with kindness, integrity, and professionalism. The RHC Way underpins how we work, guiding our behaviours and reflecting our commitment to caring for Chelsea Pensioners, colleagues, and the wider community, while striving for excellence and honouring our heritage. Built around <i>Compassionate Approach</i>, <i>Community Spirit</i>, and <i>Courageous Engagement</i>, it shapes how we treat others with dignity and respect, work together, and take responsibility with initiative and purpose in everything we do.			
Role Purpose:			
The QM Porters are responsible to the Porter Supervisor and MTI Operations Manager/RQMS to ensure that a high standard of work is achieved through liaison with all Departments and to ensure that the highest possible standards in all areas are maintained at the Royal Hospital Chelsea.			
Principal Accountabilities: 8-10 outcomes			
Principal Tasks • Collection of refuse from the MTI including Long Wards, Offices, Staff Accommodation, MTI Kitchen, MTI external refuse bins and any other areas 7 days a week. • Assistance with the movement of In Pensioners personal items, including new arrivals and inter Company moves. • Cleaning of communal areas in the MTI including sluice rooms, stairwells, corridors and lifts. • Sweeping and cleaning of communal areas and all outside areas including the regular removal of leaves and cleaning of the area outside the café. • Cleaning of all external brass items. • Cleaning of storerooms, roof spaces and other designated controlled areas as directed by the Porter Supervisor. • Movement of furniture and accommodation stores as required, including emptying of berth furniture when berths are vacated to allow for essential cleaning and maintenance to be carried out prior to re-allocation. • Collection and delivery of parcels and bulky items to IP's and Staff from the main site to the MTI. • Use and maintenance of electric vehicles, hand trucks and other powered equipment. • Collection of consumable Stores from the Main Store and Porters for the MTI store. • Delivery and collection of food trolleys from the Kitchen to Long Wards. • Assistance with RHC Events Dept including set up and break down of various areas in the RHC (within working hours) • Complete all mandatory training • Other tasks or duties as directed by the MTI Operations Manager/RQMS and Porter Supervisor. • Take responsibility for your own Health & Safety and for those affected by the post holders acts or omissions.			



Behavioral and Leadership expectations

You will demonstrate the RHC Way through the care, respect and integrity you bring to your work. You will treat Chelsea Pensioners, colleagues, visitors and the wider veteran community with dignity and kindness, work positively as part of a team, and take responsibility for delivering a high-quality service by showing initiative and finding practical solutions.

Skills Knowledge and Experience

Essential Skills

- The ability to carry out the duties using flexibility, initiative, co-operation and with the minimum of supervision.

Desirable Skills

- Beneficial to the RHC to hold a full UK driving licence.

Competences

- Completion of all RHC mandatory training
- Adherence to all Safeguarding legislation.

Note: All RHC employees are expected to be flexible in undertaking the duties and responsibilities for their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility.