



## **Welcome to the Career Pathways**

This document will guide you through your Facilities career choices. Please click on the pathways below to access your career pathway.

The qualifications page is only a guide for yourself and your Line Manager. You do not require all qualifications for your chosen Role.

There are links to each course on the Qualification pages. Before applying for any of the courses you must have Managers Authorisation.

Currently access is only for Catering, Domestic and Portering. The QP team are currently working other disciplines. This will be updated as soon as they are completed.

The links will be updated on a regular basis as sometimes the Colleges and Universities change their pages, and this can affect the links. Please report any broken links to [ggc.qandpfacilities@nhs.scot](mailto:ggc.qandpfacilities@nhs.scot)



# Facilities Development Pathway



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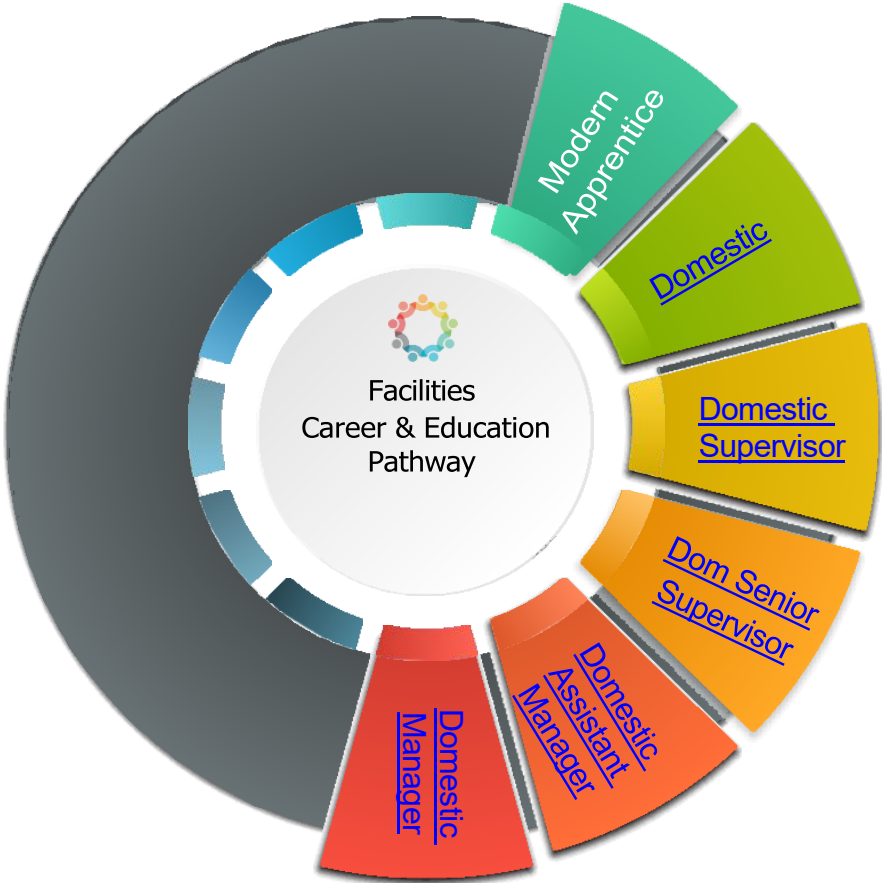


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# Domestic Development Pathway



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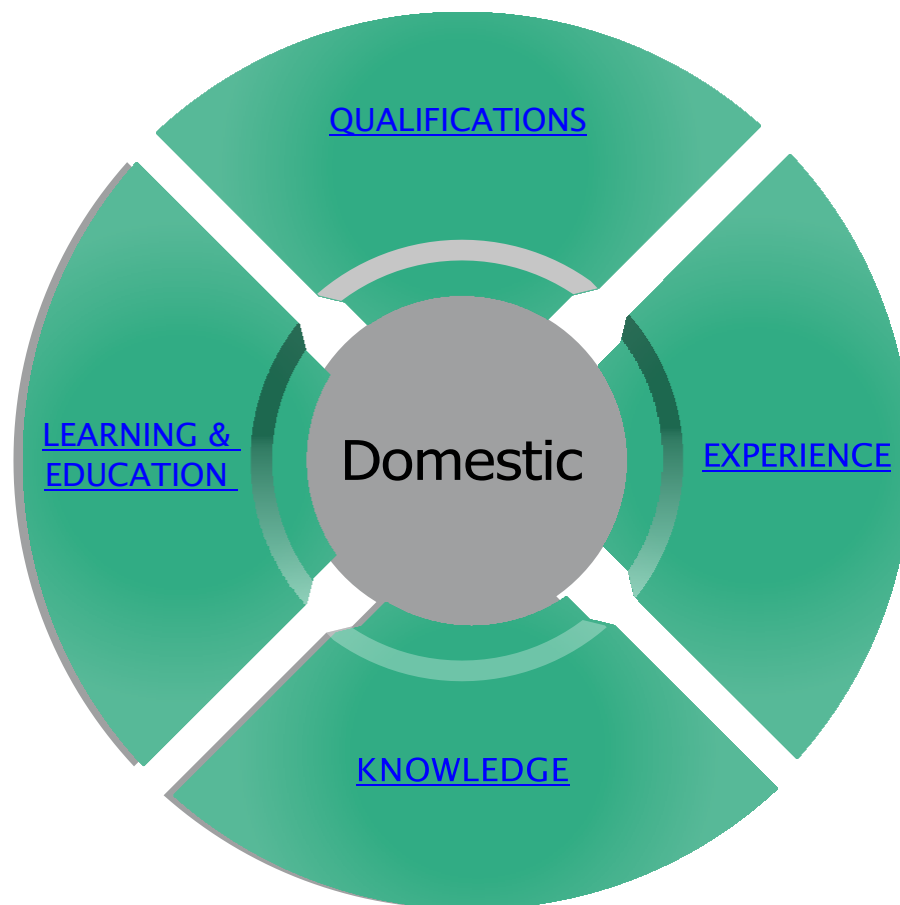
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Domestic Development  
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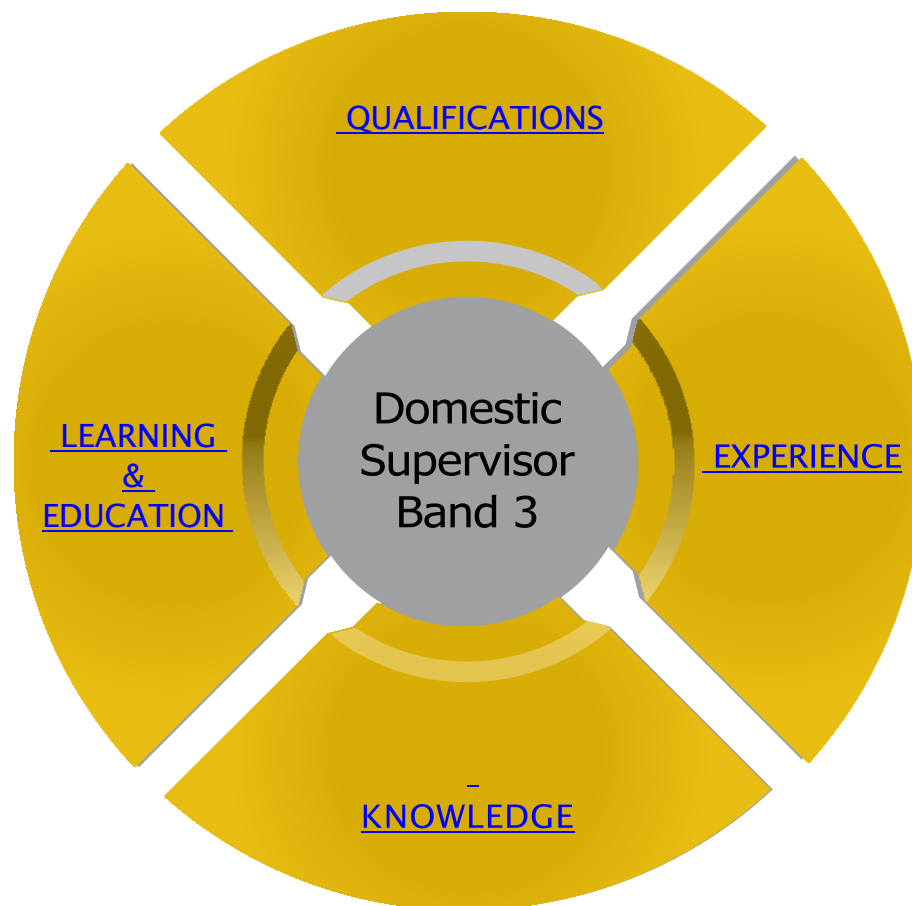


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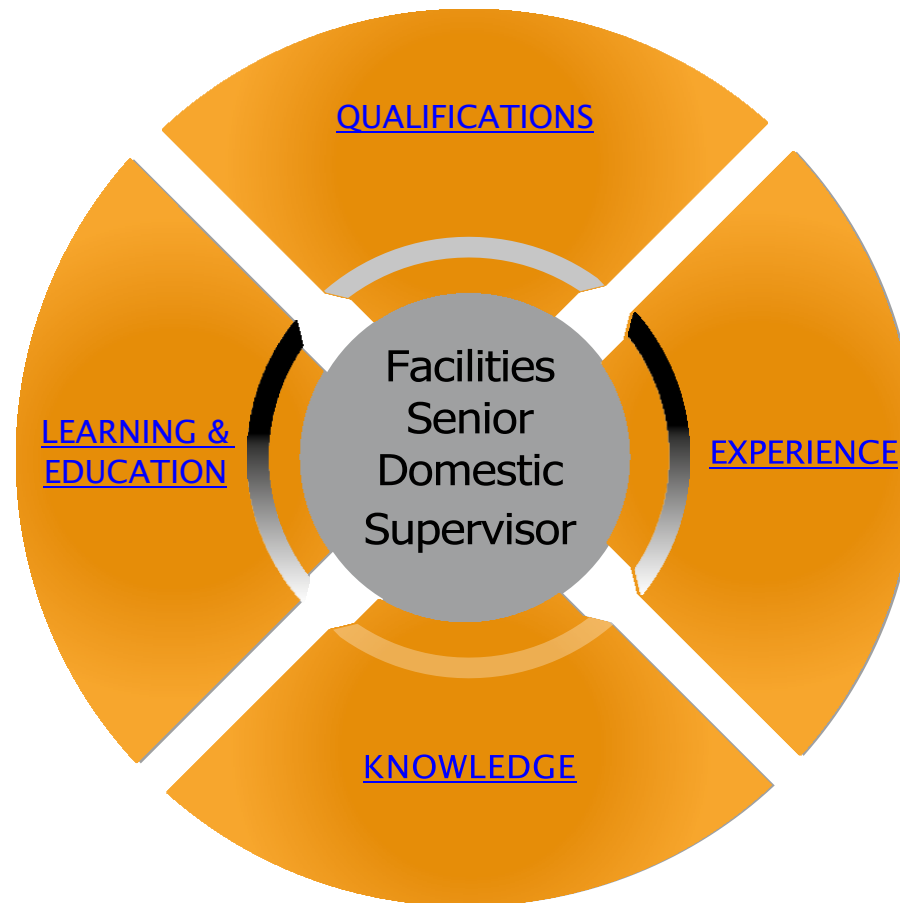
## Facilities Domestic Supervisor Development





## Facilities Senior Domestic Supervisor Development

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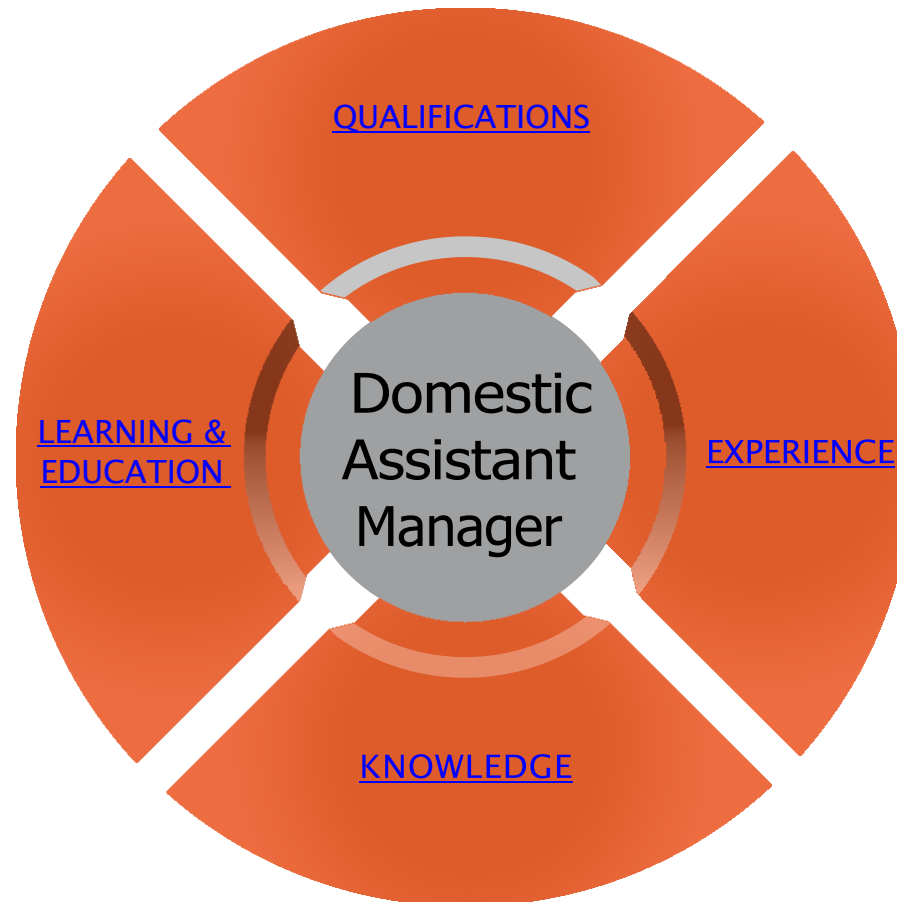


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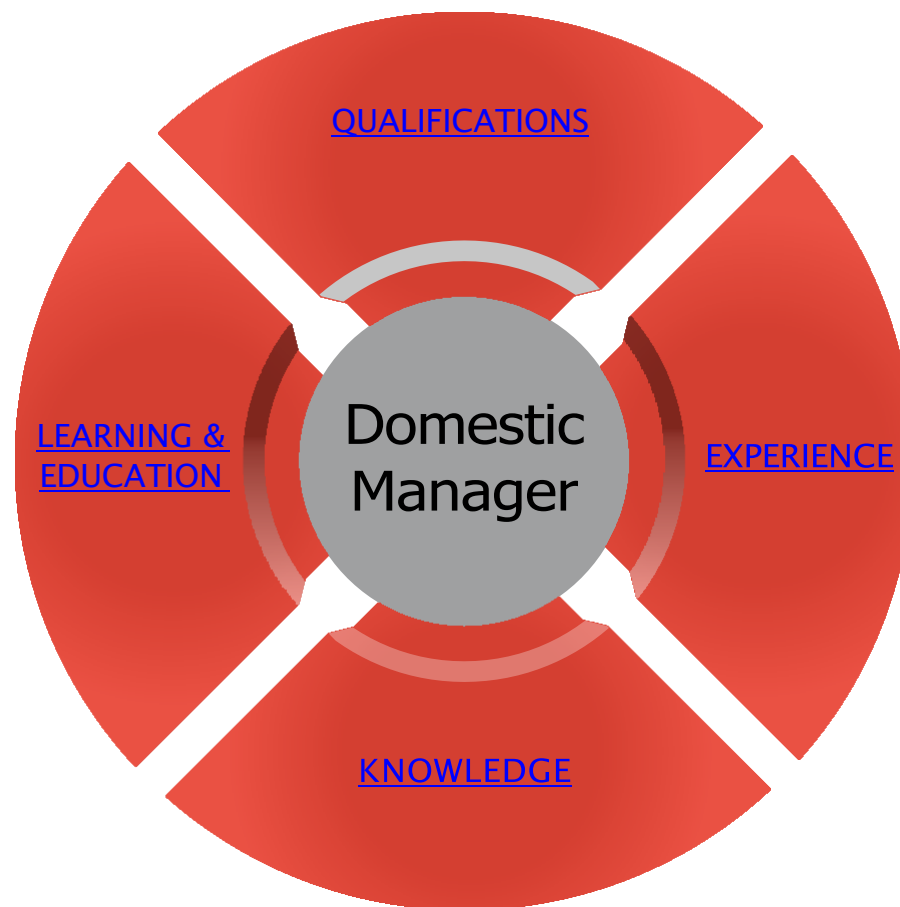


## Facilities Domestic Assistant Manager Development





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Managers Development







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## Qualifications:

Qualification Title	SCQF Level	Essential/ Desirable	Provider	Link
BICS (British institute of Cleaning Science)	5	D		<a href="#">Click</a>
Elementary Food Hygiene	4	D	Arranged through Induction / QP Team	
ILM – LVL 2	N/A	D	ILM 2 Leadership & Team Skills	<a href="#">Click</a>



Facilities Domestic



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## Experience Required:

- No experience is required to undertake this role. Experience will be developed through relevant in-house training in accordance with departmental processes and procedures

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## Knowledge Required:

- In-House training will be provided in order to develop knowledge of services and correct policies & procedures.

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## Learning & Education:

- Centralised Induction
- On-site Domestic training will be given to new starts
- Statutory & Mandatory Modules completed via LearnPro
- Employees providing food and drink service will undertake REHIS Elementary Food Hygiene Certificate



## Qualifications:

Qualification Title	SCQF Level	Essential/ Desirable	Provider	Link
SVQ Hospitality Supervision and Leadership	7	E	NHSGG&C SVQ Team	<a href="#">Click</a>
Intermediate Food Hygiene (Site Specific)	7	D	CaterSafe+ / QP Team	<a href="#">Click</a>
International certification of Digital Literacy	4	D	University of Strathclyde	<a href="#">Click</a>
IOSHH Working Safely	4	D	Glasgow Clyde College	<a href="#">Click</a>
HNC Facilities Management	7	D	City of Glasgow College	<a href="#">Click</a>
IWFM Facilities Management Lvl 3	6	D	IWFM Online	<a href="#">Click</a>
PDA in Management	6	D	Training Matters (Scotland) Ltd	<a href="#">Click</a>
ILM 3 Leadership & Management	N/A	D	Training Matters (Scotland) Ltd	<a href="#">Click</a>
SVQ Management	7	D	Training Matters (Scotland) Ltd	<a href="#">Click</a>



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Supervisor Development



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## Experience Required:

- Excellent Communication Skills (Written/Verbal)
- Enhanced Organisational Skills
- Ability to use own Initiative
- Good IT and keyboard Skills
- Supervisory Experience (Desirable)
- Domestic Experience (Desirable)

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Supervisor Development



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## Knowledge Required:

- In-House training will be provided in order to develop knowledge of Services and correct Policies & Procedures
- Knowledge of the National Cleaning Specification
- Infection, Prevention and Control Standards
- National Facilities Monitoring Framework

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## Learning & Education:

- Centralised Induction
- Microsoft Office Package
- NHSGGC IT Systems: Datix, SSTS, Pecos, FMFirst, TURAS, (Site Specific)
- Statutory and Mandatory LearnPro
- Protecting Patient Confidentiality
- Supporting a Positive Patient Experience
- Equality & Diversity
- Looking after yourself and others
- Managing Difficult Conversations
- HR Policies & Procedures
- Induction Pathway for New People Managers

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## Qualifications:

Qualification Title	SCQF Level	Essential/Desirable	Provider	Link
SVQ Hospitality Supervision and Leadership	7	E	NHSGG&C SVQ Team	<a href="#">Click</a>
Intermediate Food Hygiene (Site Specific)	7	D	CaterSafe+ / QP Team	<a href="#">Click</a>
IWFM in Facilities Management	7	D	IWFM online	<a href="#">Click</a>
International certification of Digital Literacy	4	D	University of Strathclyde	<a href="#">Click</a>
Supervisor Development Programme (YB)		E	Internal QP Team	
HNC Facilities Management	7	D	City of Glasgow College	<a href="#">Click</a>
IOSH Working Safely		D	Glasgow Clyde College	<a href="#">Click</a>
ILM 4 Leadership & Management	N/A	D	Training Matters(Scotland) Ltd	<a href="#">Click</a>
PDA in Management	6	D	Training Matters(Scotland) Ltd	<a href="#">Click</a>
SVQ Management	7	D	Training Matters(Scotland) Ltd	<a href="#">Click</a>



Facilities Senior Domestic  
Supervisor Development

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## Experience Required:

- Minimum of 2 Years Supervisory Experience
- Well Developed Organisational Skills
- Good Communication Skills (Verbal/Written)
- Proficient use of Computer Systems
- Ability to use Initiative



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## Knowledge Required:

- In-House training will be provided in order to Develop Knowledge of Services and correct Policies & Procedures
- National Cleaning Services Specification
- Infection Prevention and Control Standards
- Good IT and keyboard Skills
- National Facilities Monitoring Framework
- HACCP (Site specific)



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## Learning & Education:

- Centralised Induction
- Microsoft Office package
- Bespoke IT Systems
- NHSGGC IT Systems: Datix, SSTS, Pecos, FMFirst, TURAS (Site Specific)
- HR Processes
- Statutory & Mandatory LearnPro Modules
- Supporting a Positive Patient Experience
- Equality & Diversity
- Managing Necessary Conversations and Conflict Management Training
- Essentials Skills for New Managers
- Induction Pathway for New People Managers



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## Qualifications:

Qualification Title	SCQF Level	Essential/Desirable	Provider	Link
SVQ Hospitality Supervision and Leadership	7	E	Microcom	<a href="#">Click</a>
SVQ Management	7	D	Microcom	<a href="#">Click</a>
Intermediate Food Hygiene (Site Specific)	7	D	CaterSafe+ / Q&P Team	<a href="#">Click</a>
IWFM Facilities Management Level 4	7	D	IWFM Online	<a href="#">Click</a>
International certification of Digital Literacy	4	D	University of Strathclyde	<a href="#">Click</a>
HNC Facilities Management	7	D	City of Glasgow College	<a href="#">Click</a>
HND Facilities Management	8	D	City of Glasgow College	<a href="#">Click</a>
IOSH Managing Safely	N/A	D	Glasgow Clyde College	<a href="#">Click</a>
ILM 5 Leadership & Management	N/A	D	Training Matters (Scotland) Ltd	<a href="#">Click</a>



## Experience Required:

- Established Organisational and Communication Skills – Both Written and Verbal
- Ability to use own Initiative
- Experience of using a wide range of computerised software and systems within a large hospital setting or similar organisation including extensive experience SSTS, eESS, etc.
- Good Interpersonal Skills
- Self-Motivated
- Working with the Public in a Customer Service Environment
- Three Years Supervisory/Management Experience
- Effective Decision Making Skills
- Experience in Recruitment and Processes



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## Knowledge Required:

- In-House training will be provided in order to Develop Knowledge of Services and correct Policies & Procedures
- National Cleaning Services Specification
- Infection Prevention and Control Standards
- Good IT and Keyboard Skills
- National Facilities Monitoring Framework
- TURAS
- SHAW Processes and Procedures



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## Learning & Education:

- Centralised Induction
- Microsoft Office package
- Bespoke IT Systems
- NHSGGC IT Systems: Datix, SSTs, Pecos, FMFirst, TURAS, (Site Specific)
- 10-Step Planner (Domestic Quality Assurance Tool)
- HR Processes
- Statutory & Mandatory LearnPro Modules including Finance, Supporting a positive Patient experience and other service related modules
- Equality & Diversity
- Essentials Skills for New Managers
- Induction Pathway for New People Managers





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## Qualifications:

Qualification Title	SCQF Level	Essential/ Desirable	Provider	Link
BA (Honours) Business Management	10	D	Glasgow Caledonian University	<a href="#">Click</a>
IOSH Managing Safely		D	Glasgow Clyde College	<a href="#">Click</a>
HND Facilities Management	8	E	NHSGG&C SVQ Team	<a href="#">Click</a>
Diploma in Management & Leadership	8 (NVQ 5)	D	Open University	<a href="#">Click</a>
HND Hospitality Management	8	D	City of Glasgow College	<a href="#">Click</a>
International certification of Digital Literacy	4	D	University of Strathclyde	<a href="#">Click</a>
SVQ Management	9	D	Microcom	<a href="#">Click</a>
Advanced Food Hygiene	9	D	CaterSafe+ / QP Team	<a href="#">Click</a>



## Experience Required:

- Four Years Domestic Managing Experience or at Equivalent (inc Managing people, Financial/budget experience)
- Well-developed Organisational and Communication Skills – both Written and Verbal
- Experience of using a wide range of computerised software and systems within a large hospital setting or similar organisation including extensive experience SSTS, eESS, etc.
- Extensive Experience of all Elements of a Cleaning Science
- Experience of Developing and Producing Reports; including oral, written, numerical and graphical information and can present complex information clearly and logically
- Working with the public in a customer service environment
- Good Interpersonal Skills
- Self-Motivated
- Effective Decision Making Skills
- Experience in Recruitment and Processes



Facilities Domestic  
Manager Development



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## Knowledge Required:

- In-House training will be provided in order to develop knowledge of services and correct policies & procedures
- National Cleaning Services Specification
- Infection Prevention and Control Standards
- Proficiency in IT and keyboard skills (including Microsoft office package)
- Financial Management
- HND or equivalent experience in Healthcare/ Facilities Management
- National Facilities Monitoring Framework
- TURAS
- SHAW Processes and Procedures

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## Learning & Education:

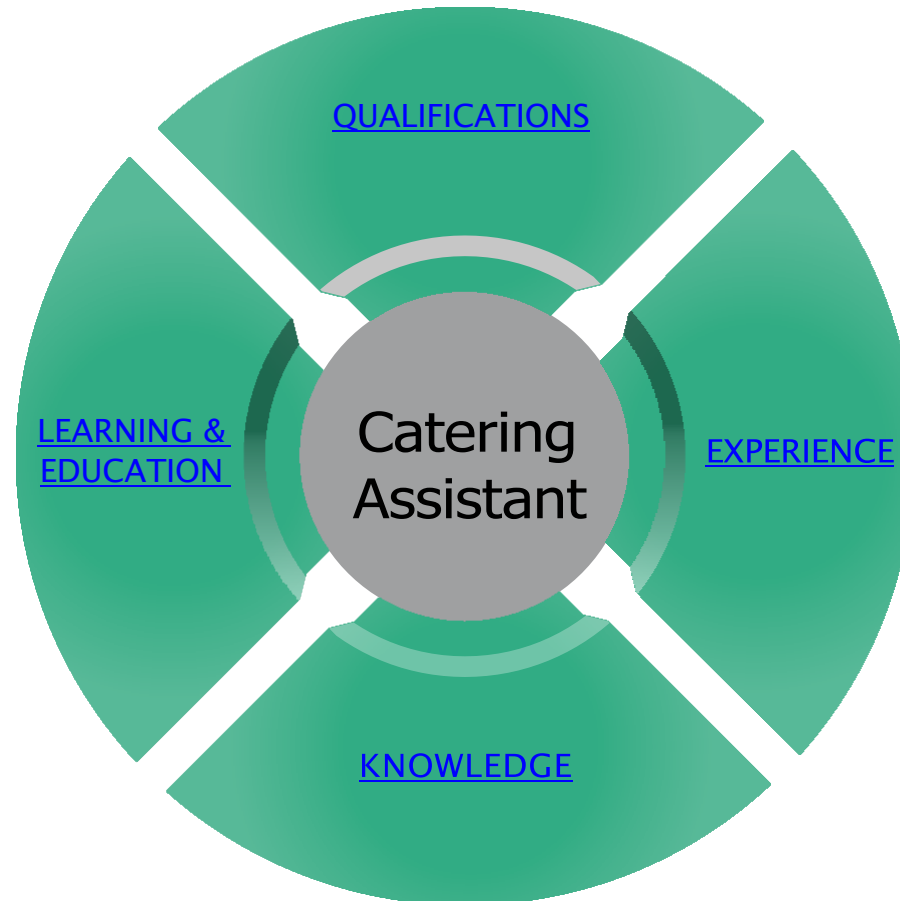
- Centralised Induction
- Microsoft Office Package
- NHSGGC IT Systems: Datix, SSTS, Pecos, FMFirst, TURAS (Site Specific)
- Microstrategy
- People Management Modules, incl Dealing with Difficult Conversations
- HR Policies and Processes
- 10-Step Planner (Domestic Quality Assurance Tool)
- Statutory & Mandatory Learnpro Modules. Incl Finance, Supporting a positive patient experience
- Equality & Diversity
- Ready to Lead
- Essentials Skills for New Managers.
- Induction Pathway for New People Managers.

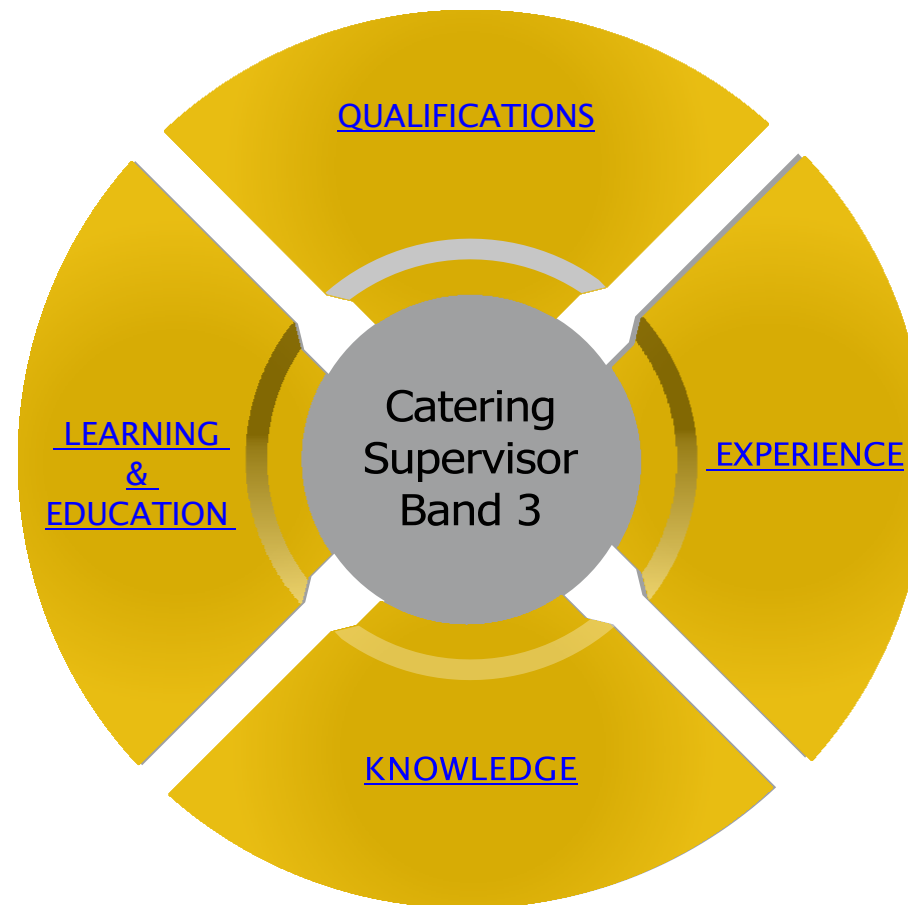




## Facilities Catering Assistant

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Facilities Senior Catering  
Supervisor

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Facilities Catering Assistant  
Manager

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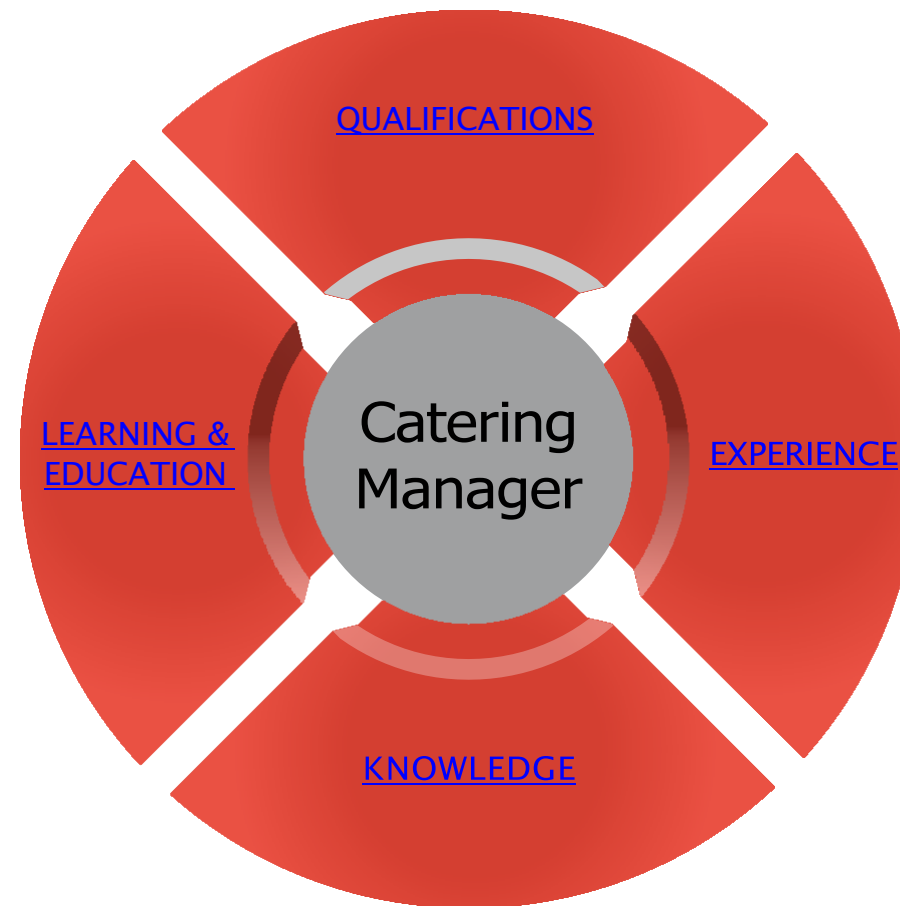


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Facilities Catering  
Manager





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## Qualifications:

Qualification Title	SCQF Level	Essential/ Desirable	Provider	Link
Elementary Food Hygiene		D	QP Team	
NQ Professional Cookery & Bakery	4	D	West College Scotland	<a href="#">Click</a>



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## Experience Required:

- No experience is required to undertake this role. Experience will be developed through relevant in-house training in accordance with departmental processes and procedures



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## Knowledge Required:

- In-House training will be provided to develop knowledge of services and correct policies and procedures

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Facilities Catering Assistant



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## Learning & Education:

- Centralised Induction
- On-site Catering training will be given to new starts
- Statutory and Mandatory modules completed via LearnPro, including GGC 146 Food Hygiene
- Employees providing food and drink service will undertake REHIS Elementary Food Hygiene certification

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## Qualifications:

Qualification Title	SCQF Level	Essential/ Desirable	Provider	Link
SVQ Hospitality Supervision and Leadership	7	E	NHSGG&C SVQ Team	<a href="#">Click</a>
Intermediate Food Hygiene	7	E	CaterSafe+ / QP Team	<a href="#">Click</a>
NQ Professional Cookery	5	D	West College Scotland	<a href="#">Click</a>
International certification of Digital Literacy	4	D	University of Strathclyde	<a href="#">Click</a>
IOSHH Working Safely	4	D	Glasgow Clyde College	<a href="#">Click</a>
IWFM Facilities Management Lvl 3	6	D	IWFM Online	<a href="#">Click</a>
PDA in Management	6	D	Training Matters (Scotland) Ltd	<a href="#">Click</a>
ILM 3 Leadership & Management	N/A	D	Training Matters (Scotland) Ltd	<a href="#">Click</a>
SVQ Management	7	D	Training Matters (Scotland) Ltd	<a href="#">Click</a>
HNC Facilities Management	7	D	City of Glasgow College	<a href="#">Click</a>



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Supervisor Development



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## Experience Required:

- Excellent Communication Skills (Written/Verbal)
- Enhanced Organisational Skills
- Ability to use own Initiative
- Good IT and Keyboard Skills
- Supervisory experience (Desirable)
- Catering experience (Desirable)

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## Knowledge Required:

- In-House training will be provided in order to develop knowledge of services and correct policies & procedures
- Knowledge of HACCP
- Infection, Prevention and Control Standards
- Allergen Awareness
- Waste Procedures
- COSHH Procedures



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## Learning & Education:

- Centralised Induction
- Microsoft Office package
- NHSGGC IT Systems: Datix, SSTs, Pecos, FMFirst, TURAS (Site Specific)
- Statutory and Mandatory LearnPro
- Protecting Patient Confidentiality
- Supporting a Positive Patient Experience
- Menu pick
- IDDSI, Special Diets and Allergen Aware
- Managing Difficult Conversations
- Equality & Diversity
- Looking after yourself and others
- HR Policies & Procedures
- Induction Pathway for New People Managers



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## Qualifications:

Qualification Title	SCQF Level	Essential/Desirable	Provider	Link
SVQ Hospitality Supervision and Leadership	7	E	NHSGG&C SVQ Team	<a href="#">Click</a>
Intermediate Food Hygiene	7	E	CaterSafe+ / QP Team	<a href="#">Click</a>
International certification of Digital Literacy	4	D	University of Strathclyde	<a href="#">Click</a>
HNC Facilities Management	7	D	City of Glasgow College	<a href="#">Click</a>
IOSH Working Safely	4	D	Glasgow Clyde College	<a href="#">Click</a>
IOSH Working Safely		D	Glasgow Clyde College	<a href="#">Click</a>
ILM 4 Leadership & Management	N/A	D	Training Matters (Scotland) Ltd	<a href="#">Click</a>
PDA in Management	6	D	Training Matters (Scotland) Ltd	<a href="#">Click</a>
SVQ Management	7	D	Training Matters (Scotland) Ltd	<a href="#">Click</a>
IWFM in Facilities Management	7	D	IWFM online	<a href="#">Click</a>



Facilities Senior Catering  
Supervisor Development



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## Experience Required:

- Minimum 2 Years Supervisory Experience
- Well-developed Organisational Skills
- Good Communication Skills (Verbal & Written)
- Proficient use of Computer Systems
- Ability to use Initiative

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## Knowledge Required:

- In-House training will be provided to Develop Knowledge of Services and correct Policies and Procedures
- HACCP Procedures
- Infection Prevention and Control Standards
- Good IT and keyboard Skills
- Waste Procedures
- COSHH Procedures



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## Learning & Education:

- Microsoft Office package
- Bespoke IT Systems
- NHSGGC IT Systems: Datix, SSTs, Pecos, FMFirst, TURAS (Site Specific)
- HR Processes
- Menu pick
- Statutory and Mandatory LearnPro Modules
- Supporting a Positive Patient Experience
- Equality & Diversity
- Managing Necessary Conversations and Conflict Management
- Essential Skills for New Managers
- Induction Pathway for New People Managers



## Facilities Catering Assistant Manager Development



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## Qualifications:

Qualification Title	SCQF Level	Essential/Desirable	Provider	Link
SVQ Hospitality Supervision and Leadership	7	E	Microcom	<a href="#">Click</a>
SVQ Management	7	D	Microcom	<a href="#">Click</a>
Advanced Food Hygiene	9	E	CaterSafe+ / QP Team	<a href="#">Click</a>
International certification of Digital Literacy	4	D	University of Strathclyde	<a href="#">Click</a>
HNC Facilities Management	7	D	City of Glasgow College	<a href="#">Click</a>
HND Facilities Management	8	D	City of Glasgow College	<a href="#">Click</a>
IOSH Managing Safely	N/A	D	Glasgow Clyde College	<a href="#">Click</a>
ILM 5 Leadership & Management	N/A	D	Training Matters (Scotland)LTD	<a href="#">Click</a>
IWFM Facilities Management Lvl 4	7	D	IWFM Online	<a href="#">Click</a>

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## Experience Required:

- Established Organisational and Communication Skills – both Written and Verbal
- Ability to use own initiative
- Experience of using a wide range of computerised software and systems within a large hospital setting or similar organisation
- Good interpersonal skills
- Self-Motivated
- Working with the public in a customer service environment
- Three Years Supervisory/Management Experience
- Effective Decision Making Skills
- Experience in Recruitment and Processes





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Manager Development



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## Knowledge Required:

- In-House Training will be provided to Develop Knowledges of Services and Correct Policies & Procedures
- HACCP Procedures
- Good IT and keyboard Skills
- Infection Prevention and Control Standards
- TURAS
- SHAW Processes and Procedures

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## Learning & Education:

- Centralised Induction
- Microsoft Office package
- NHSGGC IT Systems: Datix, SSTS, Pecos, FMFirst, TURAS (Site Specific)
- Statutory and Mandatory LearnPro Modules including Finance, Supporting a Positive Patient Experience and other service related modules
- HR Processes
- Equality & Diversity
- Induction Pathway for New People Managers
- Essential Skills for New Managers



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## Qualifications:

Qualification Title	SCQF Level	Essential/ Desirable	Provider	Link
BA (Honours) Business Management	10	D	Glasgow Caledonian University	<a href="#">Click</a>
Advanced Food Hygiene	9	E	CaterSafe+ / QP Team	<a href="#">Click</a>
IOSH Managing Safely	5	D	Glasgow Clyde College	<a href="#">Click</a>
HND Facilities Management	8	E	NHSGG&C SVQ Team	<a href="#">Click</a>
Diploma in Management & Leadership	8 (NVQ 5)	D	Open University	<a href="#">Click</a>
HND Hospitality Management	8	D	City of Glasgow College	<a href="#">Click</a>
International certification of Digital Literacy	4	D	University of Strathclyde	<a href="#">Click</a>
SVQ Management	9	D	Microcom	<a href="#">Click</a>



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## Experience Required:

- Four Year Catering Management experience or at equivalent (incl: Managing people, Financial/Budget experience)
- Well-developed Organisational and Communication skills – both Written and Verbal
- Extensive experience of HACCP Procedures
- Experience of using a wide range of computerised software and systems within a large hospital setting or similar organisation including extensive experience SSTS, eESS, etc.
- Experience of Developing and Producing Reports; including oral, written, numerical and graphical information & can present complex information clearly and logically
- Effective Decision Making Skills
- Good Interpersonal Skills
- Self-motivated
- Working with the public in a Customer Service Environment
- Experience in Recruitment and Processes



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## Knowledge Required:

- In-House training will be provided to Develop Knowledge of Services and correct Policies & Procedures.
- Infection Prevention and Control Standards
- HACCP and Food Hygiene Practices
- Proficiency in IT and keyboard skills (including Microsoft Office package)
- Financial Management
- HND or equivalent experience in Healthcare/ Facilities Management
- National Facilities Monitoring Framework
- TURAS
- SHAW Processes and Procedures



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## Learning & Education:

- Centralised Induction
- Microsoft Office package
- NHSGGC IT Systems: Datix, SSTs, Pecos, FMFirst, TURAS (Site Specific)
- MicroStrategy
- People Management Modules, incl Dealing with Difficult Conversations
- HR Policies and Processes
- Statutory and Mandatory LearnPro Modules Incl Finance, Supporting a positive patient experience
- Ready to Lead
- Equality & Diversity
- Essentials Skills for New Managers
- Induction Pathway for New People Managers



## Portering Development Pathway



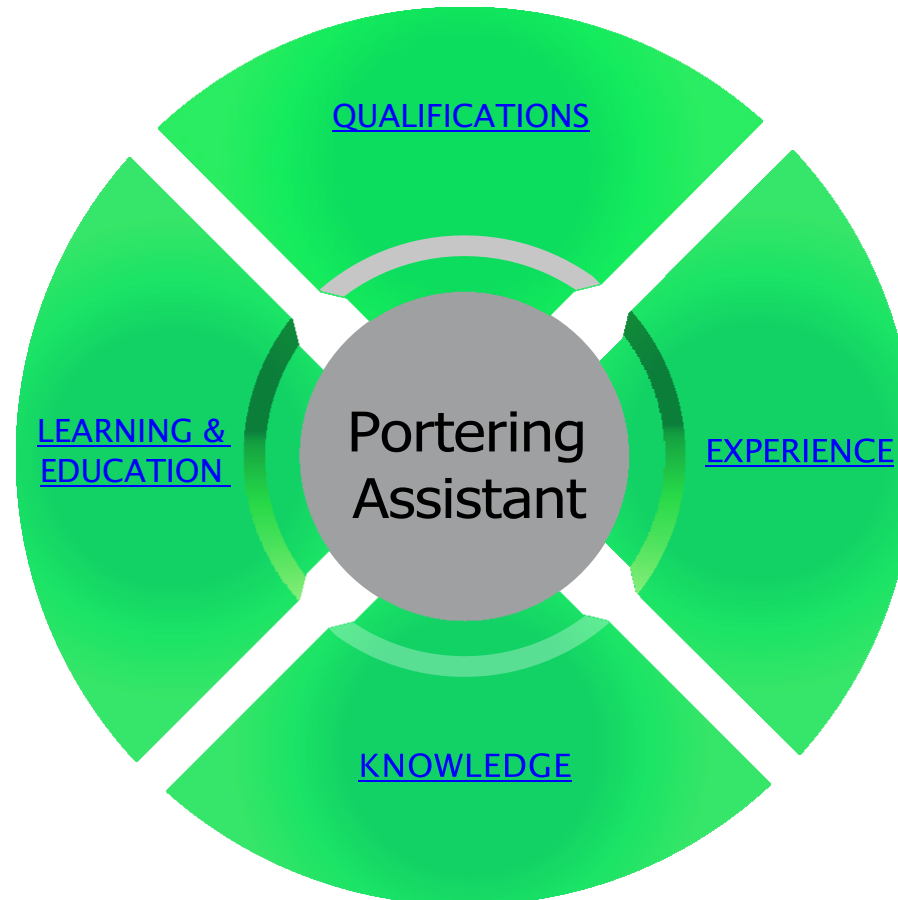
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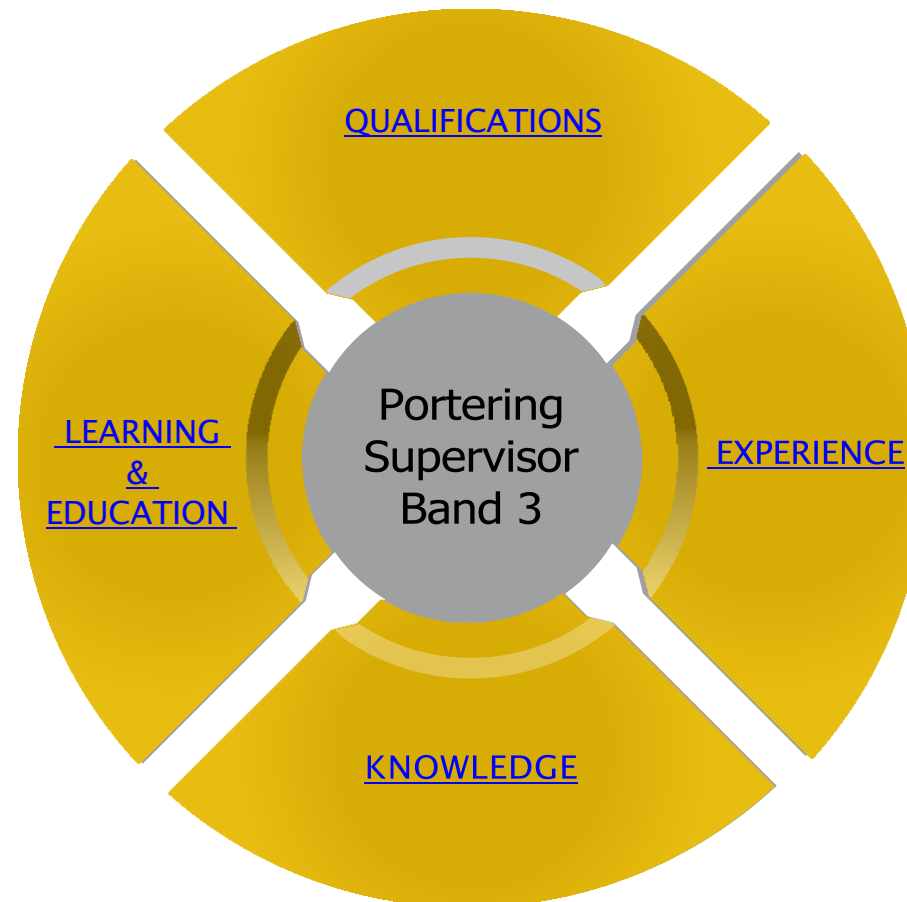






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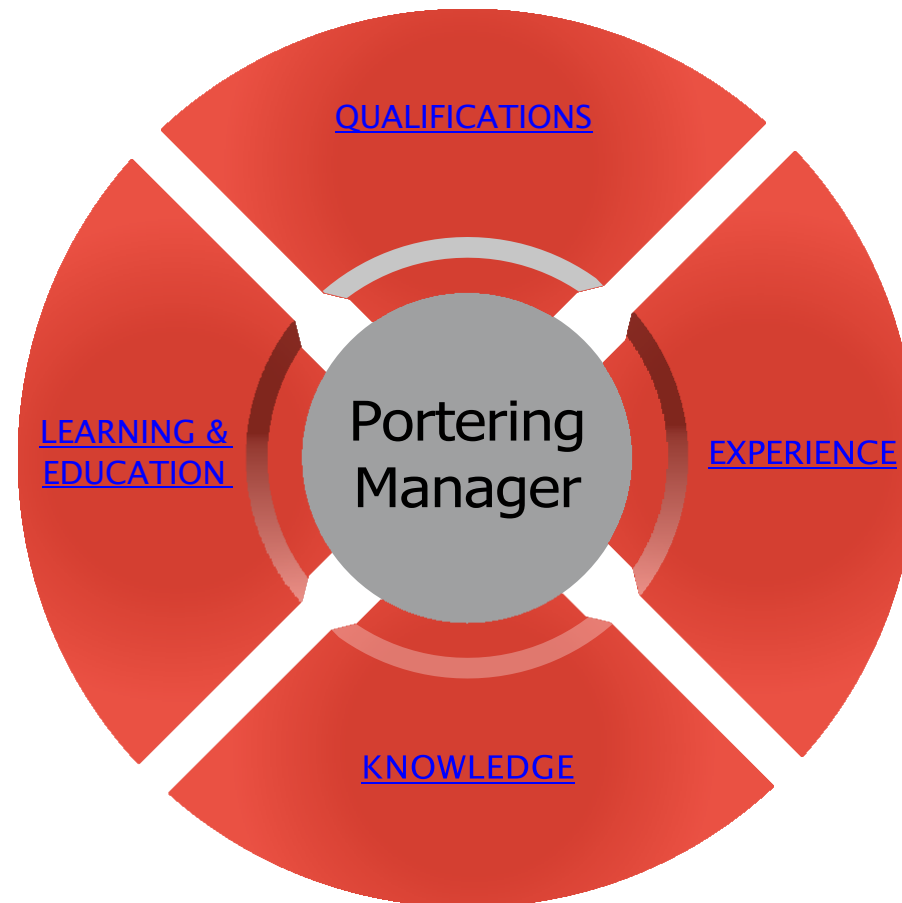
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## Qualifications:

Qualification Title	SCQF Level	Essential/ Desirable	Provider	Link
Medical Gas Certificate	N/A	D	BOC - Porters Medical Gas E-learning Course	<a href="#">Click</a>
SVQ Customer Service	5	D	Glasgow City College	<a href="#">Click</a>
SVQ Facilities Service	5	D	Glasgow City College	<a href="#">Click</a>
ILM – LVL 2	N/A	D	ILM 2 Leadership & Team Skills	<a href="#">Click</a>



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## Experience Required:

- No experience is required to undertake this role. Experience will be developed through relevant in-house training in accordance with departmental processes and procedures.



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## Knowledge Required:

- In-House training will be provided to Develop Knowledge of Services and correct Policies and Procedures.



Facilities Porter Assistant



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## Learning & Education:

- Centralised Induction
- On-site Porter training will be given to new starts
- Statutory & Mandatory modules completed via LearnPro
- Transportation of Bloods (Site specific)
- Pharmacy Deliver Procedures (Site specific)
- Mail Processes and Procedures (Site specific)
- Mortuary Processes and Procedures (Site specific)

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## Qualifications:

Qualification Title	SCQF Level	Essential/ Desirable	Provider	Link
Medical Gas certificate	N/A	E	BOC - Porters Medical Gas E-learning Course	<a href="#">Click</a>
SVQ Hospitality Supervision and Leadership	7	E	NHSGG&C SVQ Team	<a href="#">Click</a>
Intermediate Food Hygiene (Site Specific)	7	D	CaterSafe+ / QP Team	<a href="#">Click</a>
HNC Facilities Management	7	D	City of Glasgow College	<a href="#">Click</a>
International certification of Digital Literacy	4	D	University of Strathclyde	<a href="#">Click</a>
IOSHH Working Safely	4	D	Glasgow Clyde College	<a href="#">Click</a>
IWFM Facilities Management Lvl 3	6	D	IWFM Online	<a href="#">Click</a>
PDA in Management	6	D	Training Matters (Scotland) Ltd	<a href="#">Click</a>
ILM 3 Leadership & Management	N/A	D	Training Matters (Scotland) Ltd	<a href="#">Click</a>
SVQ Management	7	D	Training Matters (Scotland) Ltd	<a href="#">Click</a>



Facilities Porter  
Supervisor Development

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## Experience Required:

- Excellent Communication Skills (Written/Verbal)
- Enhanced Organisational skills
- Ability to use own Initiative.
- Keyboard skills.
- Proficient use of internal computer systems.
- Supervisory experience (Desirable)
- Porter experience (Desirable)



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## Knowledge Required:

- In-House training will be provided to Develop Knowledge of Services and correct Policies and Procedures
- Infection, Prevention and Control Standards
- Waste Policies and Processes
- Transportation of Bloods
- Pharmacy Deliver Procedures
- Mail Processes and Procedures
- Mortuary Processes and Procedures



## Learning & Education:

- Centralised Induction
- Microsoft Office Package
- NHSGGC IT Systems: Datix, SSTS, Pecos, FMFirst, TURAS (Site Specific)
- Portering Task Manager
- Statutory and Mandatory LearnPro
- Protecting Patient Confidentiality
- Supporting a Positive Patient Experience
- Equality & Diversity
- Looking after yourself and others
- Managing Difficult Conversations
- HR Policies & Procedures
- Induction Pathway for New People Managers



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## Qualifications:

Qualification Title	SCQF Level	Essential/Desirable	Provider	Link
Medical Gas certificate	N/A	E	BOC - Porters Medical Gas eLearning Course	<a href="#">Click</a>
SVQ Hospitality Supervision and Leadership	7	E	NHSGG&C SVQ Team	<a href="#">Click</a>
HNC Facilities Management	7	D	City of Glasgow College	<a href="#">Click</a>
International certification of Digital Literacy	4	D	University of Strathclyde	<a href="#">Click</a>
IWFM Facilities Management Lvl 4	7	D	IWFM Online	<a href="#">Click</a>
IOSH Working Safely		D	Glasgow Clyde College	<a href="#">Click</a>
ILM 4 Leadership & Management	N/A	D	Training Matters (Scotland) Ltd	<a href="#">Click</a>
PDA in Management	6	D	Training Matters (Scotland) Ltd	<a href="#">Click</a>
SVQ Management	7	D	Training Matters (Scotland) Ltd	<a href="#">Click</a>



Facilities Senior Portering  
Supervisor Development

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## Experience Required:

- Minimum 2 Years Supervisory Experience
- Well Developed Organisational Skills
- Good Communication Skills (Verbal/Written)
- Proficient use of Computer Systems
- Ability to use Initiative



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## Knowledge Required:

- In-House training will be provided to Develop Knowledge of Services and correct Policies and Procedures
- Infection Prevention and Control Standards
- Good IT and keyboard Skills
- Waste Policies and Processes
- Transportation of Bloods
- Pharmacy Deliver Procedures
- Mail Processes and Procedures
- Mortuary Processes and Procedures



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## Learning & Education:

- Centralised Induction
- Microsoft Office package
- Bespoke IT Systems
- NHSGGC IT Systems: Datix, SSTS, Pecos, FMFirst, TURAS (Site Specific), Portering Task Manager
- HR Policies and Processes
- Statutory and Mandatory LearnPro Modules
- Supporting a Positive Patient Experience
- Equality & Diversity
- Managing Necessary Conversations and Conflict Management Training
- Essential Skills for New Managers
- Induction Pathway for New People Managers





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## Qualifications:

Qualification Title	SCQF Level	Essential/Desirable	Provider	Link
Medical Gas certificate	N/A	E	BOC - Porters Medical Gas E-learning Course	<a href="#">Click</a>
SVQ Hospitality Supervision and Leadership	7	E	Microcom	<a href="#">Click</a>
SVQ Management	7	D	Training Matters (Scotland) Ltd	<a href="#">Click</a>
IWFM Facilities Management Level 4	7	D	IWFM Online	<a href="#">Click</a>
International certification of Digital Literacy	4	D	University of Strathclyde	<a href="#">Click</a>
HNC Facilities Management	7	D	City of Glasgow College	<a href="#">Click</a>
HND Facilities Management	8	D	City of Glasgow College	<a href="#">Click</a>
IOSH Managing Safely	N/A	D	Glasgow Clyde College	<a href="#">Click</a>
ILM 5 Leadership & Management	N/A	D	Training Matters (Scotland) Ltd	<a href="#">Click</a>



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## Experience Required:

- Established Organisational and Communication Skills – both Written and Verbal
- Ability to use own Initiative
- Experience of using a wide range of computerised software and systems within a large hospital setting or similar organisation including extensive experience SSTS, eESS, etc.
- Good Interpersonal Skills
- Self-Motivated
- Working with the Public in a Customer Service Environment
- Three Years Supervisory/Management Experience
- Effective Decision Making Skills
- Experience in Recruitment and Processes



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## Knowledge Required:

- In-House training will be provided in order to Develop Knowledge of Services and correct Policies & Procedures
- Good IT and keyboard Skills
- Infection Prevention and Control Standards
- Waste Policies and Processes
- Transportation of Bloods
- Pharmacy Delivery Procedures
- Mail Processes and Procedures
- Mortuary Processes and Procedures
- TURAS
- SHAW Processes and Procedures



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## Learning & Education:

- Centralised Induction
- Microsoft Office Package
- NHSGGC IT Systems: Datix, SSTS, Pecos, FMFirst, TURAS (Site Specific), Porter Task Manager
- Statutory & Mandatory LearnPro Modules including Finance, Supporting a positive Patient experience and other service related modules
- HR Policies & Procedures
- Equality & Diversity
- Induction Pathway for New People Managers
- Essential Skills for New Managers



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## Qualifications:

Qualification Title	SCQF Level	Essential/ Desirable	Provider	Link
BA (Honours) Business Management	10	D	Glasgow Caledonian University	<a href="#">Click</a>
ILM 6 Facilities Management	N/A	D	Training Matters (Scotland) Ltd	<a href="#">Click</a>
IOSH Managing Safely	N/A	D	Glasgow Clyde College	<a href="#">Click</a>
BSc Management	9	D	Stirling University	<a href="#">Click</a>
International certification of Digital Literacy	4	D	University of Strathclyde	<a href="#">Click</a>
SVQ Management Lvl 9	9	D	Microcom	<a href="#">Click</a>
HND Facilities Management	8	D	City of Glasgow College	<a href="#">Click</a>



Facilities Portering  
Manager  
Development

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## Experience Required:

- Four Years Porter Managing Experience or at Equivalent (inc Managing people, Financial/budget experience)
- Well-developed Organisational and Communication Skills – both Written and Verbal
- Experience of using a wide range of computerised software and systems within a large hospital setting or similar organisation including extensive experience SSTS, eESS, etc.
- Experience of Developing and Producing reports; including oral, written, numerical and graphical information and can present complex information clearly and logically
- Ability to use Initiative
- Good Interpersonal Skills
- Self-Motivated
- Working with the Public in a Customer Service Environment
- Effective Decision Making Skills
- Experience in Recruitment and Processes

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Facilities Porter  
Manager Development

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## Knowledge Required:

- In-House training will be provided in order to develop knowledge of services and correct policies & procedures
- Infection Prevention and Control Standards
- Proficiency in IT and keyboard Skills (including Microsoft Office package)
- Financial Management
- HND or equivalent experience in Healthcare / Facilities Management
- Waste Policies and Processes
- Transportation of Bloods
- Pharmacy Delivery Procedures
- Mail Processes and Procedures
- Mortuary Processes and Procedures
- TURAS
- SHAW Processes and Procedures

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## Learning & Education:

- Centralised Induction
- Microsoft Office package
- NHSGGC IT Systems: Datix, SSTS, Pecos, FMFirst, TURAS (Site Specific), Portering Task Manager
- Microstrategy
- People Management Modules incl Dealing with Difficult Conversations
- HR Policies and Processes
- Statutory and Mandatory LearnPro Modules. Incl Finance, Supporting a Positive Patient Experience
- Equality & Diversity
- Ready to Lead
- Essentials Skills for New Managers
- Induction Pathway for New People Managers