

## Job Description

<b>Job Title:</b>	<b>Laundry Manager – St Jude's</b>
<b>Reports to:</b>	<b>Chief Operating Officer, Forth Sector</b>
<b>Grade Band:</b>	<b>C</b>
<b>Location:</b>	<b>Edinburgh</b>

### Purpose

St Jude's Laundry, part of the Forth Sector Group, is a commercial laundry in Edinburgh founded by Capability Scotland in 1963. A Royal Warrant Holder since 1985, the business provides a high-quality hand-finished laundry service to the hospitality sector and discerning customers. Our laundry operates as a supported business and is staffed by individuals with mental health, physical or learning difficulties. We are a company who pride ourselves on our standards and professionalism within the hospitality industry.

As Laundry Manager you will be responsible for continuing the success of our daily business practices and ushering in a new era of growth at St Jude's. You will manage the day-to-day running of the Laundry and customer operations, including delivery against the business plan and compliance with the regulatory compliance and health and safety. You will lead and motivate the team, creating and maintaining a climate of inclusion, trust, and productivity. You will be committed to the promotion of a supportive working environment for colleagues.

### Main Duties and Responsibilities

#### **Deliver on Business Plan**

1. Achieve budgeted sales target
2. Control cost of sales within budget
3. Control operating costs within budget
4. Produce management information reports on operational and financial performance

#### **Regulatory Compliance and Health and Safety**

5. Maintain a risk assessment register for the business, incorporating, as appropriate, generic, task specific, location specific and person specific risk assessments
6. Maintain a COSHH register and systems to ensure that appropriate training, systems, and processes are in place
7. Develop and maintain a maintenance regime for production and process equipment incorporating, as appropriate, an effective planned preventative maintenance programme and periodic checks, tests, and service routines, as advised by equipment manufacturers
8. Liaise with contractors to ensure that appropriate and current safety inspections, with certification, are carried out regarding electrical safety, gas safety, water and quality monitoring and fire safety

## **Process efficiency and quality assurance**

9. Manage all operational workflows and processes ensuring that productivity and efficiency thresholds are achieved
10. Demonstrate the most effective use of resources to achieve consistently high quality of service
11. Develop and maintain systems and processes to define, monitor and record process and quality key performance indicators
12. Develop systems to ensure that the principles of 'fit for purpose' and 'right first time' are embedded and consistently implemented
13. Develop and maintain systems to achieve effective delegation of accountability

## **People Management**

14. Ensure quality workplace supervision and performance management in line with Shaw Trust policies
15. Plan and implement the training and development of all employees in the business
16. Effectively line manage supported and non-supported employees and supervisors in a manner consistent with current employment law and in line with the values of Forth Sector and Shaw Trust
17. Ensure that a programme of effective performance management is in place
18. Develop and maintain a competency framework for operations in the business

## **Other**

1. To undertake any further training as identified in the Shaw Trust review procedures.
2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
3. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts of omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.
4. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.
5. The Trust has a Diversity and Inclusion Policy, and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.

6. To maintain the confidentiality about clients, staff, and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must always meet the requirements of the Data Protection Act.
7. To maintain awareness of risk and to take personal responsibility for ensuring that the Trust is not unnecessarily exposed to risk. To report any issues or concerns relating to risk and the effectiveness of the Trust's risk management arrangements.
8. Be aware of, promote and implement Shaw Trust's Risk, Quality, and Information Security Management Systems.
9. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
10. Recycle and manage energy within your environment in line with Shaw Trust's Strategic aim to adopt green approaches and become carbon neutral.

This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.

<p style="text-align: center;"><b>Person Specification</b></p> <p style="text-align: center;"><b>Job Title: Manager &amp; Functional Expert</b></p> <p style="text-align: center;">(E=Essential D=Desirable)</p>
<p><b>SKILLS AND CORE COMPETENCIES</b></p>
<p><b>Technical competency (qualifications and training)</b></p> <ul style="list-style-type: none"> <li>• Extensive experience of day-to-day laundry management (E)</li> <li>• Experience of production planning and management (E)</li> <li>• Experience of staff management (E)</li> <li>• Knowledge of the hospitality sector (E)</li> <li>• IOSH “Managing Safely” or equivalent, or be prepared to work toward achieving this accreditation (E)</li> <li>• Good working knowledge of the requirements of The Management of Health and Safety at Work Regulations (E)</li> <li>• Management qualification (ILM accredited) (D)</li> <li>• IT skills, particularly the use of Microsoft Office packages to produce reports, process documentation and correspondence (E)</li> </ul>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experience of managing teams, including experience of managing supervisors (E)</li> <li>• Experience of operating in a high-volume production environment</li> <li>• Relevant industrial or commercial experience of managing a programme of regulatory compliance (E)</li> <li>• Relevant industrial or commercial experience of managing a programme of quality management and quality assurance (E)</li> <li>• Experience of operating in supported business environment (D)</li> </ul>
<p><b>Skills and Attributes</b></p> <ul style="list-style-type: none"> <li>• Highly developed team-working skills; liaising with service departments and suppliers (E)</li> <li>• Ability to provide constructive feedback (E)</li> <li>• Ability to communicate effectively at all levels including with supported employees (E)</li> </ul>
<p><b>Personal qualities, communicating and relating to others</b></p> <ul style="list-style-type: none"> <li>• High professional standards underpinned by integrity and consistency (E)</li> <li>• Ability to provide effective line management and supervision including performance management (E)</li> <li>• Ability to supervise and motivate staff (E)</li> <li>• Working knowledge of disability awareness in the workplace (E)</li> </ul>
<p><b>Safeguarding</b></p> <ul style="list-style-type: none"> <li>• Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. (E)</li> <li>• This post requires a Disclosure and Barring Service Check at an enhanced level</li> </ul>

## Other

- Understand and be able to demonstrate a commitment to Equal Opportunities and Diversity. (E)