

Job Description

Job Title:	Shift Leader
Reports to:	Production Supervisor (St Jude 's Laundry)
Grade Band :	E
Location:	St Jude 's Laundry, Edinburgh

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.

St Jude's Laundry is in search of a skilled Shift Leader to join our laundry team. As Shift Leader you will be responsible for managing a team of up to 12 Laundry Assistants. Reporting to the Laundry Production Supervisor you will support with the day-to-day running of all production lines to maintain productivity on KPI targets and product quality. The Shift Leader will provide coaching and workplace supervision to both supported and non-supported staff.

Main Duties and Responsibilities

1. Provision of a supportive working environment in which all staff are utilised to their full capabilities
2. Production levels, as agreed with managers, are achieved on each shift
3. Health and safety procedures are developed and monitored in line with procedure
4. Laundry processing/dispatch meets efficiency targets and improvements are identified and implemented

5. Laundry is processed and delivered in line with quality standards
6. Planning and implementation of general preventative maintenance of laundry equipment

Co-ordination of daily laundry processing and dispatch

- Process, pack and dispatch laundry in the most efficient manner to the correct quality and to meet the daily production schedules
- Realise agreed efficiency objectives and goals as set out by management
- Provide daily feedback and updates to your Manager on the progress of production on the daily work schedule

Leading, motivating and supervising employees

- Conduct effective team briefings at the beginning of each shift
- Ensure team are trained to undertake processing tasks
- Upskill employees through coaching and instruction
- Arrange rotation of employees throughout the shift to maximise efficiency and maintain motivation
- Where relevant, ensure that training recommendations from Performance Review meetings are scheduled and achieved
- Notify managers of sickness absence/non-attendance

Design and implementation of health and safety procedures

- Ensure health and safety working practices are followed at all times
- Provide regular coaching sessions on specific areas of health and safety
- Design and implement procedures when required
- Ensure that machinery is safe to use and when necessary carry out general preventative maintenance.

Organisational Responsibilities

- Provide effective work place supervision consistent with the organisation's objective that the business will represent a supportive working environment for staff and clients

- Contribute to the overall achievement of Forth Sector's mission and objectives
- Undertake such training and personal development as may be required to provide an effective service and to ensure compliance with the law or contractual requirements, and, where appropriate, share training expertise with colleagues
- Attend and participate in team meetings
- Actively participate with own performance review meetings and appraisal

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 meet the requirements of the Data Protection Act at all times.
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.

Person Specification Job Title: Shift Leader (St. Jude 's Laundry) (E=Essential D=Desirable)
SKILLS AND CORE COMPETENCIES Technical competency (qualifications and training) <ul style="list-style-type: none">• An understanding of quality control within a similar environment and is aware of general health and safety regulations in the workplace. (E)• Basic and up to date First Aid qualification (D)• Good PC skills in Microsoft Word and Excel (D)

<ul style="list-style-type: none"> • In possession of a UK driving licence
<p>Experience</p> <ul style="list-style-type: none"> • Significant experience in a similar position (E) • Good level of knowledge of commercial laundry washing processes (E) • Experience of working in a quality-monitored production or service environment (E) • Experience of internal (and external) partnership working • Demonstrable experience of successfully working to targets (E) • Experience of quality measurement and assurance (E) • Experience with improving systems and processes (E) • Experience of managing a team and performance management procedures (E)
<p>Skills and Attributes</p> <ul style="list-style-type: none"> • Good interpersonal skills (E) • Excellent team working skills (E) • Ability to work without direct supervision (E) • Ability to work flexibly when required (E) • Ability to implement change when directed (E) • Ability to successfully delegate tasks (E)
<p>Personal qualities, communicating and relating to others</p> <ul style="list-style-type: none"> • Ability to empathise and motivate individuals with disabilities(E) • Ability to provide feedback that is constructive and supportive (E) • Excellent interpersonal and communication skills (E) • Good at building relationships with both internal and external stakeholders (E) • Ability to use initiative when required and take a problem solving approach to work tasks (E) • Ability to work well as part of a team and independently when required (E)
<p>Safeguarding</p> <ul style="list-style-type: none"> • Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults.(E)
<p>Other</p> <ul style="list-style-type: none"> • Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity (E)