

FORTH SECTOR

JOB DESCRIPTION

POST: LAUNDRY ASSISTANT (temporary)

RESPONSIBLE TO: Shift Leader

PURPOSE OF THE JOB: To assist with the provision of a high quality service in a busy commercial laundry business.

KEY TASK AREAS

- ☐ Operational responsibilities
- ☐ General responsibilities
- ☐ Organisational responsibilities

KEY PERFORMANCE INDICATORS

- Safe working practices
- Work to established standards for quality and procedures
- Engagement with goals of supported employment and Work Choice

Operational Responsibilities

- To operate machinery to clean/dry laundry
- To follow laundry procedures to ensure a high quality laundry service
- To work in each area of the laundry, including check-in, the washroom and packing
- To work in check-in ensuring laundry check in procedures are followed and laundry counted and recorded in line with procedures
- To provide consistent quality of ironing using rotary ironer
- To pack clean laundry, as required, for return to customers ensuring correct quantities are dispatched and recorded in line with established procedures
- To ensure systems for identifying different customers' laundry are operated correctly
- To assist with routine cleaning of the laundry and laundry equipment and machinery

- To work in a supportive and collaborative manner with Forth Sector's clients who are undertaking work-placements at the laundry

General Responsibilities

- To assist in ensuring that the business premise, other staff and clients comply with the Health and Safety at Work Act 1974

Organisational Responsibilities

- Provide effective work place practices 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 laundry 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 supervision and appraisal.

You may be required to undertake any other reasonable duties related to the provision of laundry services. You may be asked to work unsocial hours. You will be expected to work paid overtime during the peak summer season.

Signed :

Date:

Signed :

Date :

PERSON SPECIFICATION – LAUNDRY ASSISTANT

The successful applicant must be able to demonstrate a commitment to the promotion of a supportive working environment and support the aims of the organisation. All posts may be subject to change as the organisation grows and develops. Staff must be able to adapt to change and, therefore, flexibility is a key attribute required of all employees.

Criteria	Essential	Desirable
Skills		
Good interpersonal skills	✓	
Good team working skills	✓	
Commitment to achieving the core aims of the organisation	✓	
Ability to work without direct supervision	✓	
Excellent customer service skills	✓	
Ability to work under pressure	✓	
Good time-management skills	✓	
Good literacy and numeracy skills	✓	
Basic computing skills	✓	
The ability to understand verbal instruction, particularly in relation to Health and Safety	✓	
The ability to undertake physical tasks without compromising the health and safety of themselves and others	✓	
Knowledge		
Manual Handling NQ Level 1		✓
Knowledge of basic health and safety	✓	
A basic health and safety qualification		✓
Experience		
Previous work experience in a commercial environment		✓

Signed :

Date:

Signed :

Date :

April 2019

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