

Role Profile

Job Title:	Laundry Resource Worker
Team:	Laundry / Hansel 3e
Reports to:	Laundry Supervisor
Period of Post:	12 Weeks
Location:	Based at Hansel, Broadmeadows, Symington, Ayrshire, working within the communities in which the organisation is active/potentially active (mainly Ayrshire/West of Scotland)
Hours of Work:	Normally 20 hours per week Additional hours may be required to be worked in order to meet the exigencies of the service
Salary scale:	The salary scale for the post is: <ul style="list-style-type: none"> Point 14 - £22,182 (Pro Rata)

Job Purpose:

To contribute to maintaining a high quality, efficient laundry service, assisting supported employees and other resource workers to meet customer's expectations.

Key responsibilities:

- To effectively contribute to the day-to-day running of the Laundry
- To maintain high levels of customer service at all times
- To ensure an efficient and professional laundry service
- To effectively monitor and evaluate the services the Laundry provides
- To engage with the wider Hansel 3e team to support the progression of supported employees in their employability journey
- To be responsible for the supported employee team (when required)

Key Activities:

The postholder will be responsible for the following activities:

Laundry Service Function:

- Prepare Laundry Building for operations including opening up, switching on power, starting machinery, checking delivery van and other related initial steps to move quickly onto an operational footing.
- Ensure Laundry building is secure and safe when closing business for day.
- Undertake washing operations on Hansel and Contract work - hire linen and direct washing.
- Undertake drying, ironing, counting, packing and preparation of customer's laundry ready for delivery.
- Comply with Health and Safety regulations at all times and guide supported employees to work efficiently and safely.
- Participate in Laundry administrative and finance/payment procedures including preparation of bills on the computer, labelling, stocktaking and other similar duties as instructed by the Laundry Supervisor.

Customer Care:

- Work to the highest quality standard at all times and ensure shift production is at a satisfactory level.
- When working with customers/members of the public, ensure the highest standards of customer care are practised.

Miscellaneous:

- To undertake any other duties appropriate to the role as required by the Laundry Supervisor
- The post holder will be responsible for providing guidance to supported employees and will have regular contact with the Laundry Supervisor.

Organisational:

- Ensure the values of Hansel are reflected in your work and that all services provided are delivered in line with our vision and core values.
- Ensure that the rights, choices, dignity and safety of our customers are promoted appropriately.
- Assist in the development of a 'Continuous Improvement' culture.
- Represent the organisation in a professional manner at all times.
- Ensure compliance with all regulatory, statutory and legal requirements.
- Recognise and respect the diversity of internal and external customers.
- Support the wider team during busy periods and peak workloads, e.g. team member absences etc.
- At all times comply with the Health and Safety policy and procedures and draw to your manager's attention any unsafe working practice/conditions.
- Ensure you comply with your duties and responsibilities under Adult Support and Protection legislation.
- Ensure that the policies and procedures of the organisation are followed at all times.
- Attend training and supervision sessions as requested by the line manager or Service Manager.

This list is typical of the level of duties which the post holder is expected to perform or be responsible for. It is not necessarily exhaustive and other duties of a similar type and level may be expected from time to time. The post holder will be responsible for a combination of the objectives described above dependent upon the requirements of the organisation and customers.

PERSON SPECIFICATION	ESSENTIAL	DESIRABLE
EXPERIENCE		
Experience of working under own initiative	✓	
Experience of mentoring co-workers within a workplace	✓	
Experience of working within a commercial laundry		✓
Experience of operating industrial machinery		✓
Experience of working within a team environment		✓
Experience of working with members of the public		✓
Experience of general administration within a commercial setting.		✓
Experience of working with materials which are covered by COSHH legislation		✓
EDUCATION AND TRAINING		
A relevant vocational qualification		✓
KNOWLEDGE & SKILLS		
An ability to undertake manual work including lifting, carrying and standing for long periods	✓	
An ability to work to set practises and procedures with a high standard	✓	
Strong written and verbal communication skills	✓	
An ability to organise and prioritise own workload	✓	
Attention to detail	✓	
Knowledge of commercial Health and Safety legislation and practices	✓	
Basic IT skills		✓
PERSONAL BEHAVIOURS		
Resilience, flexibility to adapt to change and the ability to work under pressure at times, managing competing priorities	✓	
Commitment to provide excellent customer service at all times	✓	
Shared values with the organisation	✓	
A good role model for others	✓	
Consistently positive and engaging	✓	
DIVERSITY		
Champions respect for diversity across all activities and acts as a positive role model to others at all times.	✓	
ADDITIONAL REQUIREMENTS		
Flexibility with regards to working pattern to meet the needs of customers and the business	✓	
Full UK driving licence		✓