JOB TITLE: LINEN ROOM SUPERVISOR
RESPONSIBLE TO: Housekeeping Manager with day to day supervision by Deputy Housekeeping Manager and Housekeeping Supervisors

MAIN PURPOSE:
- To support the Housekeeping Management Team to ensure the highest standards of housekeeping, cleanliness and presentation of areas throughout the College.
- To oversee the linen room and its operations to ensure an effective and timely service to support the needs of the department.

KEY AREAS AND STANDARDS OF PERFORMANCE:

1. TASK LIST AND RESPONSIBILITIES: The tasks, functions and any key responsibilities of the job, to be carried out on a daily, weekly, monthly, etc basis.
1.1 Supports housekeeping management team and performs management duties when supervisors and manager/deputy manager are absent.
1.2 Assists management team with recruitment processes and new team member training.
1.3 General day to day organisation of the linen room
1.4 Stock control – to keep accurate records of all linen issued and received and carry out stock checks as required.
1.5 Liaising with the contract laundry company – dealing with linen exchanges, dry cleaning and clothing repairs and addressing any issues
1.6 Communicating with the catering Department as to their linen and Chefs wear requirements.
1.7 In house laundry using college owned washing machines and tumble dryers
1.8 Issue all linen to staircases
1.9 To collect, sort and prepare dirty linen for return to contract laundry.
1.10 Stock control of all cleaning products
1.11 Stock control and management of all products needed for conference periods.
1.12 General daily organisation of chemical store room and linen store rooms and ensure stores are kept stocked and tidy at all times.
1.13 To supply cover when needed in other areas e.g. cleaning or checking rooms
1.14 To manage casual staff working in the linen room during busy periods.
1.15 To support the management team to implement policies and initiatives across the department.
1.16 To take messages and answer calls when housekeeping office is unmanned.
1.17 To carry out any other task which is consistent with the aims of the post as requested.

2. PUNCTUALITY, ATTENDANCE & APPEARANCE:
2.1 To be ready to commence duties at the appointed time.
2.2 To remain on duty, productively working, until the appointed finishing time.
2.3 To attend work as scheduled.
2.4 To notify your supervisor/manager of any absences (e.g. holidays, sickness) that may occur in accordance with the procedure laid down in the Staff Handbook.
2.5 To dress in the required uniform/protective clothing or in accordance with the set
Appearance and Dress Code.

3. **ATTITUDE TO WORK & CARRYING OUT INSTRUCTIONS:** Willingness and enthusiasm with which work is carried out.
   3.1 To be reliable in the carrying out of instructions and tasks and to operate on a “right first time every time” basis.
   3.2 To be trusted to perform at least at the required standard and to be relied upon to complete tasks accurately/correctly.
   3.3 To listen carefully to instructions and to carry them out as directed.
   3.4 To check if you have not clearly understood what is required of you.

4. **PRODUCT/TECHNICAL KNOWLEDGE:** The knowledge and experience required to carry out this job to the expected standard.
   4.1 To undertake training as required in order to develop and improve your knowledge and expertise.
   4.2 To be able to help and direct others accurately/correctly.
   4.3 To develop general knowledge of the College location and layout, other departments’ services and products and this department’s services and products.
   4.4 To familiarise yourself with the college and departmental policies.

5. **ATTITUDE & BEHAVIOUR:** Positive interaction with other members of the team, supervisors and managers. General demeanour whilst at work.
   5.1 To empathise with the individuals within the team to form positive relationships.
   5.2 Positively participate to help create a good team atmosphere.
   5.3 To be constructive in communication with others, be cooperative and helpful and be supportive as needed.
   5.4 Honest and trustworthy. Pleasant in nature.
   5.5 Keep you line manager advised of matters which may affect the smooth running of the department.
   5.6 Demonstrate an understanding of other departments’ requirements and be supportive and helpful to them.
   5.7 To act with discretion when acting or having knowledge of information that may be of a sensitive/personal nature relating to the staff in the housekeeping department.

6. **HEALTH & SAFETY & OTHER LEGAL ASPECTS:** The carrying out of duties so that self and others are not put at risk from general hazards.
   6.1 Operate in a manner so as to ensure that you do not put yourself or others at risk.
   6.2 Report any hazards that you observe.
   6.3 Adhere to the Health & Safety Policy and procedures at all times.
   6.4 To ensure equipment is used correctly and kept in good working order.
   6.5 To follow safe working practices to ensure the area of work is kept safe, clean and tidy at all times.
   6.6 To report faults and maintenance issues.
   6.7 To adhere to health, safety and security regulations including fire regulations, COSHH, manual handling and working at height regulations.

7. **WORKING HOURS:** The expected working hours
   7.1 Part time, 25 hours per week
   7.2 Working over a seven day working week is expected as per the rota set by your
line manager. Flexible working over various shifts that will include 8.30am start, 3.00pm finish and weekend shifts. Shifts will be rostered for 5 days per week usually.

7.3 The college has a very busy conference trade and therefore occasional extra hours will be required.