



HOUSE OF COMMONS

JOB DESCRIPTION



Supporting a thriving parliamentary democracy

Job title:	Assistant Linen Room Manager
Campaign Type:	Internal
Payband:	CGD2
Pay range:	£21,713 (<i>Appointment will normally be made at the minimum of the pay range</i>)
Team:	In-House Services
Section:	Catering Services
Reports to:	Linen Room Manager
Number of posts:	1
Hours:	Full time 36.5 hours
Contract type/ duration:	Permanent
Issue date:	16.01.2019
Closing date:	22.01.2019 at 23:55PM

The House of Commons

The House of Commons and the iconic Palace of Westminster are key elements of the UK Parliaments. Around 2,500 staff work behind the scenes at the House of Commons, supporting the democratic process in many different ways. We are politically impartial and take great pride in the vision and values which guide our work.

It takes a huge range of skills and experience to keep the House of Commons running, and we all contribute to supporting a thriving parliamentary democracy.

Team information

The In-House Services team aims to deliver a comfortable, safe and efficient environment for Members, their staff and staff of the House to work in; as well as providing a welcoming and functional environment for all visitors to the House of Commons.

Catering Services aim to deliver the best quality service with an enthusiastic and professional team for the benefit of all our customers. We are responsible for the efficient operation of the House of Commons catering facilities within the agreed financial framework.

Job introduction

To assist the Linen Room Manager in the day to day running of the linen department to include:

- the issuing of uniforms and linen to staff within the Catering department
- to also assist the outbuildings in any related issues with the delivery and cleaning of linen required
- to deputise in the absence of the Linen Room Manager and to liaise with suppliers and linen stewards on a daily basis.
- Compliance with Health & Safety regulations.

Key stakeholder relationships

Day to day contact with all level and grades of staff within Catering Services.
Laundry Cleaning Suppliers and Delivery Drivers

Management responsibility

None.

Location

This post will be located on the Parliamentary Estate, Westminster, London.

Security

Successful candidates will be required to complete pre-employment checks. This includes security vetting to Counter Terrorist Check (CTC) level unless otherwise specified. All successful candidates are required to pass these checks before an offer can be confirmed.

Applicants should be aware that if they have resided outside of the UK for a total of more than two of the last five years they are not usually eligible for vetting (but we assess each case individually).

Hours

Consideration will be given to candidates who wish to work part-time or as part of a job share. If you are selected for interview please inform the panel of the days/hours you are available to work, alternatively you can inform the recruitment team at any stage of the process.

The full-time hours for this post are 39 gross / 36.5 net per week, 5 out of 6 days per week. Actual attendance times will be determined by your Line Manager in accordance with the operational hours of the catering venues and any business requirements.

If the House is recalled during your leave, rest day or when you are not on shift, you are expected to contact Kitchen Management to see if any when you are required to work, as per the staff handbook.

For further information:

Candidates should refer to the House of Commons careers website www.careers-houseofcommons.org or contact Recruitment@parliament.uk or 020 7219 6011.

Application and selection process

We will conduct a sift based on the criteria set out in the skills and experience section and successful candidates will be invited to attend a competency based interview.

Key responsibilities

Main Duties

- Assists with the early morning or evening preparation of used restaurant linen for collection
- Ensure the dirty linen is placed in the cages making reasonable use of the space
- Scan the returned, cleaned uniforms and check the quality. Remove any rejected uniform, scan and send for rewashing, inform laundry
- Control the safe condition of the Autovalet uniform locker bags
- As required, ensure all staff are issued with the correct clean uniform for the following day and assist with any queries
- Ensure that the Rotaserve machines are operating correctly and are adequately stocked.
- Deputise for the linen manager when necessary and liaise with office management and laundry where applicable
- Ensures that the linen areas are kept in a tidy and orderly manner that provides a safe environment to work in.
- After training, be able to iron all required uniforms and other items when necessary
- After training, be able to label staff uniforms
- As required, ensure all work areas are kept clean of dust and debris and the floors are mopped and dried.

Supervision, training and team development

- To supervise the day-to-day duties of the linen room steward
- To undertake periodic training of upgraded equipment and IT in relation to the linen room
- Attends appropriate training courses as required
- Clearly, concisely and promptly communicates relevant information to all catering staff and liaises with senior chefs

Health, Safety and Hygiene

- Ensures COSHH and HACCP regulations are continuously adhered to.
- Monitor the cleaning and general tidiness of the staff changing rooms.
- Reports immediately to Engineers Control any maintenance or equipment issue.
- Maintains a high standard of personal presentation at all times.

Other Duties

- Ensures that all equipment is kept in good order and stored away safely and securely.
- Reports any failings of equipment or hazards to Linen Room Manager or Senior Chef on Duty within this area.
- Duties may vary in accordance with the operational and business requirements

You will be expected to adhere to the following policies and procedures at all times whilst on duty:

- The Catering Jewelry Policy
- Health, Safety and Hygiene Procedures
- Security Procedures
- Department's Food Safety Policy
- Staff Meal Policy
- Departmental Policy on reporting absence and late arrival to work.

The duties of this job role will be reviewed regularly and amended in accordance with the needs of the business.

Qualifications:

N/A

Desirable

Supervisory qualifications or in-house recognised training schemes or courses

SKILLS AND EXPERIENCE	APPLICATION FORM	TEST / EXERCISE	INTERVIEW
CRITERIA 1 – Working with People Ability to prioritise own work load effectively and as part of a team to assist with the supervision and training of Linen Room Steward	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
CRITERIA 2 – Working with People Must have excellent communication and interpersonal skills including ability to communicate ideas and information effectively, both orally and in writing with a diverse range of customers at all levels	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
CRITERIA 3 – Delivering Results for Parliament The ability to deliver a high standard of service in line with the objectives of the business.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
CRITERIA 4 – Providing focused service Excellent customer service skills, with the ability to respond quickly to customer needs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
CRITERIA 5 A sound understanding of current COSHH and Health & Safety practices.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
CRITERIA 6 - Desirable Good IT literacy, including MS office products.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>