Role profile

**Laundry Assistant**

**Our values:**

**We are dedicated, respectful, collaborative. We are Milton Keynes City Council.**

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| **Service** | Adult Social Care |
| **Reports to** | Service Manager |
| **Job family** | Operational Services |
| **Grade** | B |
| **Political restricted?** | N |
| **DBS required?** | Y - Enhanced |
| **Date** | May 2024 |
| **JE Code** | JE0701 |

Key deliverables

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| **1** | Sorting dirty washing, loading the washing machines, tumble dryers and operating the rotary irons. |
| **2** | Sorting clean pressed laundry and placing into bags ready to be returned to the correct service user. |
| **3** | To ensure that the environment is kept clean and always working within Health and Safety guidelines. |
| **4** | Substitute for the Laundry Driver where required, due to annual leave or sickness. This involves collecting and dropping off laundry at service user homes within the Milton Keynes postcode. |
| **5** | To assist the Laundry Co-Ordinator with answering queries from service users and recording appropriately. |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and city council wide needs*

**Essential requirements** Key skills, expertise, and qualifications

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| **1** | The post holder will be required to undergo an Enhanced DBS check. |
| **2** | Dedicated to the role, to ensure service users’ needs are met and their experiences are positive. |
| **3** | Be willing to engage in necessary training and guidance relating to the duties of the role and health and safety requirements. |
| **4** | Full UK Driving Licence. |

Job family

**Operational Services (Grade B)**

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| --- | --- |
| **Colleague expectations**   * Be professional at all times * Work together for the good of the team, city council and local people * Promote a supportive culture * Challenge assumptions * Take ownership * Be willing to change and do things differently * Always work in a safe manner | **Manager expectations**   * Be a role model by displaying positive behaviours at all times * Make well-considered decisions * Support, coach and communicate with my team * Be accountable for my team’s performance |

Operational Services jobs have, as their primary responsibility, the land, buildings, tools and equipment the city council owns and/or manages. They provide primary services directly or indirectly to the benefit of customers, colleagues or the general public. Many roles will have a physical component or will manage those that do.

This element of the profile, taken from the job family descriptor for this grade, provides a general understanding of the level of work and demands required.

**Role characteristics**

At this level job holders carry out a number of different tasks using a wide range of tools and equipment. They depend upon their experience and initiative to make day to day choices about work methods and short-term priorities.

**The knowledge and skills required**

As the focus of these roles is the performance of manual tasks using tools, equipment or vehicles within acceptable time frames. Job holders will need speed, dexterity and co- ordination to effectively carry out their duties.

Carrying out tasks will require job holders to be trained and/or experienced in a range of duties using a variety of tools and equipment. Numeracy and literacy skills will be needed to progress work and maintain records.

**Thinking, planning and communication**

Most work will be routine in nature, but there will be the need to make straightforward judgements about day to day choices where the job holder will have little doubt what to do.

Job holders will be required to exchange information with colleagues or others. For instance, the distribution or receipt of health and safety instructions, work schedules and operating manuals.

**Decision making and innovation**

Job holders will work from standard instructions but will use their initiative to make minor day-to-day decisions. Usually following laid down procedures or under specific instructions. They will not be expected to deviate from established practices in carrying out tasks.

**Areas of responsibility**

Job holders have a responsibility to others in that they provide a service by maintaining or cleaning premises, driving passenger vehicles, preparing food, operating office machinery or performing similar tasks. There will be no supervisory responsibilities at this level although job holders may assist with the orientation of new starters or volunteers.

Other than the occasional handling of small amounts of cash or financial records, job holders will have no financial responsibilities.

Job holders will be using tools, vehicles and/or equipment daily and will share responsibility for their care and basic maintenance. There will be additional shared responsibility for the care and/or cleaning and maintenance of city council premises or workspaces.

**Impacts and demands**

Jobs will involve physical effort as they will be walking, carrying, lifting for most of their working time. They will be a need to maintain an awareness of the work surroundings and the actions of others in order to maintain required health and safety standards.

Although some job holders may occasionally interact with those who might place greater than normal emotional demands on them, this will be incidental to the job itself.

The tasks will often be carried out in unpleasant working conditions or exposed to the elements, although this will be minimised by the application of sensible task scheduling and use of appropriate PPE.