

PERSON SPECIFICATION

Job Title:	Linen Lead	AFC No.: A0102a
Band:	3	
Group:	Corporate Finance - Procurement	

ATTRIBUTE	ESSENTIAL	HOW IDENTIFIED	DESIRABLE	HOW IDENTIFIED
EXPERIENCE	<ul style="list-style-type: none"> Previous experience of working in linen services within an NHS setting. Experience of being able to manage own workload and being flexible in approach to supporting the team. Has a working knowledge of health and safety 	I / AF	<ul style="list-style-type: none"> Some laundry experience 	I / AF
QUALIFICATIONS	<ul style="list-style-type: none"> Supervisory qualification or relevant experience Level 3 GCSE English and maths at O level or equivalent. 	I / AF	<ul style="list-style-type: none"> Hold a valid UK driving licence to drive a 3.5 ton vehicle 	I/AF
KNOWLEDGE	<ul style="list-style-type: none"> Knowledge of: Basic laundry procedures and operating laundry machines How to deliver linen to wards/departments in a timely way to meet their requirements Health and safety procedures Understanding of safe working practises Fire evacuation procedures Recognise different types of linen, Trust owned linen and what action to take with regards to substandard items. Also to know how to process these items to achieve the best possible washing results i.e. what washing program, chemicals to use when required. To be able to understand and follow trust policies and procedures. Good computer skills, including MS Office. 	I/AF		

ATTRIBUTE	ESSENTIAL	HOW IDENTIFIED	DESIRABLE	HOW IDENTIFIED
PERSONAL QUALITIES	<ul style="list-style-type: none"> • Able to work as part of a team • Reliable and punctual • Flexible in approach to working in all designated areas • Willing to cover linen distribution needs by working overtime during week days, Saturday/Sunday, Bank holidays as required • Willing to participate in the cleanliness upkeep on the linen distribution area • Willing to take an active physical role in linen distribution • Honest and trustworthy • Friendly, excellent people skills. • Effective organiser 	I/ AF	<ul style="list-style-type: none"> • Use own initiative • Able to demonstrate ability to negotiate successfully. 	I/AF
MANAGEMENT / SUPERVISION / COORDINATION SKILLS	<ul style="list-style-type: none"> • Able to train staff how to operate machinery and carry out various duties • Able to motivate, organise, lead • Able to instruct staff in basic moving and handling techniques • Carry out Risk Assessments • Produce linen distribution schedules • Able to monitor the work performance and make recommendations following monitoring activity. • Ability to prioritise workload. • Ability to control costs through efficient utilisation of workforce. • Ability to achieve objectives within required time scales. • Able to make decisions and solve problems - escalating where appropriate 	I/ AF		
WRITTEN SKILLS	<ul style="list-style-type: none"> • Able to follow basic written instructions • Able to write simple documentation i.e.. distribution notes, production records, linen receipts and dispatches • Able to write simple work instructions • Able to add and subtract numbers 	I/ AF / Test		

ATTRIBUTE	ESSENTIAL	HOW IDENTIFIED	DESIRABLE	HOW IDENTIFIED
COMMUNICATION / VERBAL SKILLS	<ul style="list-style-type: none"> Ability to communicate at all levels. Communicate work instruction Deal with complaints from internal Trust wards/departments and external customers at times Contact face to face, by phone. Within laundry, at ward level, with external customers and suppliers. 	I/ AF / Test		
RESPONSIBILITY FOR FINANCIAL AND PHYSICAL RESOURCES	<ul style="list-style-type: none"> Laundry machinery and equipment Must have an understanding of cost aspects of linen distribution services. 	I/ AF		
PHYSICAL SKILLS	<ul style="list-style-type: none"> To be able to carryout physical moving and handling tasks within the designated areas of the linen distribution on a daily basis which would involve: Transferring linen into and from laundry bins/roll cages and linen trolleys Moving or delivering linen to wards/departments by roll cage or linen trolley by pushing, pedestrian electric load mover or 3.5 ton vehicle Receiving of deliveries Carrying out emergency deliveries The ability to meet linen distribution targets As and when required operate domestic sized washing machines Have the ability to meet production targets levels per classification/processes 	I/ AF		
MENTAL EFFORT	<ul style="list-style-type: none"> Able to respond to linen distribution needs when under pressure Must be able to maintain workflow whilst being subject to interruptions 	I/ AF		

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WORKING CONDITIONS	<ul style="list-style-type: none"> • Warm, cold temperatures or wet condition at times dependant on time of year when delivering to external areas • May be exposed to: • Unpleasant smells at times • Risk of contact with body fluids 	I/ AF		
EMOTIONAL EFFORT	<ul style="list-style-type: none"> • Diverse role dealing with numerous predictable and unpredictable issues during the course of the working day. • Ability to remain objective and effective when placed under pressure. 	I/ AF		
Other	<ul style="list-style-type: none"> • Ability to obtain Occupational Health clearance. • Ability to pass CRB (Criminal Records Bureau) Check. • To understand all the confidential aspects working within a healthcare environment. 	OH / DBS		

Key:

AF - Application Form

I - Interview

P - Presentation

T - Test