Role Description
Laundry Supervisor

Cluster	Education
Agency	Department of Education
Division/Branch/Unit	School Operations and Performance
Classification/Grade/Band	Household Staff Grade 3
ANZSCO Code	811511
PCAT Code	1119192
Date of Approval	05 April 2017
Agency Website	www.dec.nsw.gov.au

Agency overview

The NSW Department of Education provides, funds and regulates education services for NSW students from early childhood to secondary school, delivering world-class education through its public schools and providing funding support to non-government schools. We employ, develop and support teachers, leaders and other staff to deliver the best outcomes for students and to advance the wellbeing of Aboriginal people.

Primary purpose of the role

Coordinate a small group of staff responsible for providing efficient laundry services at a boarding school, and ensures that laundry facilities are maintained in a clean, safe and sanitary manner.

Key accountabilities

- Planning, organising, developing and directing the overall operation of the laundry room including supervise a small group of staff in undertaking necessary laundry tasks on behalf of boarder students, the catering team and sick bay.
- Ensure that laundry facilities are maintained in a clean and sanitary manner in accordance with standards and procedures
- Establish simple systems to arrange repairs to linen / clothing in accordance with school procedures, including arranging external repairs and/or disposal as required
- Monitor stock control tasks, including the requisition, ordering, receipt and storage of goods / equipment from approved suppliers, ensuring that school procedures are followed
- Coordinate the preventative maintenance and repair of laundry equipment in accordance with school procedures
- Monitor compliance with health and safety guidelines and procedures, including the wearing of personal protective equipment supplied by the employer (as required); report incidents and hazards to the role supervisor; participate in local training and coordinate local consultation.
- Prepare duty rosters, allocate duties, and ensure that roles and responsibilities are clearly communicated to staff; coordinate resources to support laundry peaks (i.e. events, functions, additional visitors, etc.)

Key challenges

- Organising and 2tandardizing processes to ensure consistent and efficient laundry services
- Preparing balanced rosters to ensure the provision of laundry services within agreed timeframes
- Maintaining an awareness of safe work standards relating to infection control

Key relationships

Who	Why
Internal	
School Principal or appointed delegate	• Receive guidance and instructions; escalate significant safety, maintenance and/or equipment repair issues • Receive feedback regarding performance
Laundry Attendants	• Provide supervision, coaching and on-the-job training • Prepare rosters, allocate duties and monitor work performance • Provide performance feedback
Housekeeping, catering and sick bay staff	• Maintain cooperative working relationships • Coordinate tasking to ensure efficient service delivery
Students / staff / visitors	• Provide respectful, courteous and fair customer service
External	
Approved suppliers	• Liaise to order and receive goods; ensure goods are fit for purpose and consistent with expected standards • Liaise to organise preventative maintenance and/or repairs of laundry equipment in accordance with school procedures • Liaise to resolve issues arising

Role dimensions

Decision making

- Works within a broad framework of school policies, procedures, protocols and delegations
- Works under minimal supervision to the level of training required of the role, and exercises judgement and initiative to resolve day-to-day work problems
- Plans own work and the work schedules of others
- Assists in the supervision and on-the-job training of laundry attendants, and monitors compliance with safe work standards
- Identifies and reports significant safety-related hazards to the School Principal

Reporting line

The Laundry Supervisor reports to the School Principal or an appointed delegate

Direct reports

The Laundry Supervisor coordinates a small team of Laundry Attendants and/or other staff as agreed with role supervisor.

Budget/Expenditure

Nil

Essential requirements

- Valid Working With Children Check clearance

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	**Capability Name**	**Level**
Personal Attributes	Display Resilience and Courage	Foundational
	Act with Integrity	Foundational
	Manage Self	**Foundational**
	Value Diversity	Foundational
Relationships	**Communicate Effectively**	**Foundational**
	Commit to Customer Service	Foundational
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
Results	**Deliver Results**	**Intermediate**
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	**Foundational**
People Management	**Manage and Develop People**	**Foundational**
	Inspire Direction and Purpose	Foundational
	Optimise Business Outcomes	Foundational
	Manage Reform and Change	Foundational

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Personal Attributes Manage Self	Foundational	• Be willing to develop and apply new skills • Show commitment to completing work activities effectively • Look for opportunities to learn from the feedback of others
Relationships Communicate Effectively	Foundational	• Speak at the right pace and volume for varied audiences • Allow others time to speak • Display active listening • Explain things clearly • Be aware of own body language and facial expressions • Write in a way that is logical and easy to follow
Results Deliver Results	Intermediate	• Complete work tasks to agreed budgets, timeframes and standards • Take the initiative to progress and deliver own and team/unit work • Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals • Seek and apply specialist advice when required
Business Enablers Project Management	Foundational	• Plan and deliver tasks in line with agreed schedules • Check progress against schedules, and seek help to overcome barriers • Participate in planning and provide feedback about improvements to schedules
People Management Manage and Develop People	Foundational	• Clarify work required, expected behaviours and outputs • Contribute to developing team capability and recognise potential in people • Give support and regular constructive feedback that is linked to development needs • Identify appropriate learning opportunities for team members • Recognise performance issues that need to be addressed and seek appropriate advice