

Carnival UK Job Description

Laundry Manager

The contents of this job description must be used in association with the KSB for this role. The job description summarises the key responsibilities for the role (Technical, Business and People) and the KSB provides the detail for the Knowledge, Skills and Behaviours required to carry out the role competently. This job description gives an overview of the role and as such you will be required to undertake any other duties as requested. You may also need to refer to company regulations which will also form an additional part of your job description.

Reporting to: Housekeeping Manager	Department: Housekeeping
Leadership Responsibility: Laundry Team	Location: Fleet based across CUK vessels
Titles of Direct Reports: <ul style="list-style-type: none">- Senior Laundryman- Laundryman- Laundry Assistant- Tailor	Budget Responsibility: Manage department costs and inventory budget effectively
Size of Department: Up to 220	Revenue Responsibility: Increase laundry services and maximise selling opportunities

Standard Role Summary:

Responsible for the cost effective and efficient daily operation of the laundry facilities, ensuring a high quality laundry service is provided, following housekeeping policies and procedures.

Primary Responsibility of the Role:

Effectively manage own team, complete appraisals, identifying development opportunities and provide support, guidance, motivation and direct the team as required.

Plan, organise, direct and control the activities of the laundry section. Ensure passenger, crew and ship laundry is properly cleaned and made available in a timely manner. Ensure that all linen, laundry and equipment are handled carefully and as directed. Ensure linen is managed in accordance with corporate guidelines.

Oversee and undertake where required, the basic repair of machinery and ensure regular maintenance is carried out by both the technical department and equipment suppliers. Ensure issues are reported promptly and follow up if needed. Ensure the proper disposal of all dry cleaning waste, sludge and lint.

Identify improvements, continually striving to improve the service and increase CSQ scores. Effectively resolve issues or complaints in relation to own areas. Attend department briefings and meetings to maintain own knowledge and awareness of company policies and initiatives and brief own team accordingly.

Ensure the necessary rotas and work schedules are in place to meet the required level of service. Monitor and manage resources effectively, ensuring laundry products and equipment are available when needed.

Complete regular audit checks and inspections within the department, ensure all areas and laundry equipment are maintained and in a sanitised and clean state at all times, implementing effective cleaning schedules.

Attend corporate sponsored social events as and when required.

Key Responsibilities & Duties:

Core Knowledge & Skills

Experience / Qualifications	Summary of Requirements
	Experience of working within a commercial laundry / professional cleaning department Knowledge of different types of materials and how to clean them Knowledge of different types of chemical and detergents used in the cleaning process Good command of written and spoken English
Certificates	Valid ENG1 medical certificate or equivalent for the duration of each voyage

HES (Health, Environment, Safety and Security)

Knowledge/Skill	Summary of Responsibilities
Health and Safety	Lead by example by taking care of the health and safety of self and others Report all accidents, 'near miss' incidents and work related ill health conditions to Senior Officer and Safety department Follow safety rules and procedures Ensure all work equipment, personal protective equipment, substances, and safety devices are used correctly Take part in safety training and risk assessments and suggest ways of reducing risks Carry out risk assessments within designated area of responsibility Actively promote safe working within teams and encourage safe behaviours Undertake safety 'walk rounds' within own area identifying areas of improvement Ensure the safe storage and use of chemicals within the Laundry in line with company policies Ensure all staff are aware of the potential hazards when working in the vicinity of the linen chute
Public Health	Follow all company public health policies and procedures appropriate to the role Complete all necessary public health paperwork accurately Institute appropriate public health precautions as relevant to role
Environment	Ensure the team are aware of their Environmental Responsibilities Implement the principles of the onboard Garbage Management Plan and Ship Energy Efficiency Management Plan for area Complete all environmental records accurately
Emergency Duties	Understand the emergency duties of self and those within own area Direct and instruct others in the use of life saving & fire fighting appliances in an emergency situation Direct a team in carrying out their emergency duties Co-ordinate emergency response with others across the ship, responding to orders and feeding back reports Lead & coordinate actions to be taken in a range of shipboard incidences as defined in the company's emergency procedures Co-ordinate the movement and management of a large group of crew / passengers over a specified area, such as a muster station, through the correct deployment and briefing of staff Make decisions and adapt plans as situations develop, providing feedback to the senior responsible officer Manage and react to the behaviours and needs of crew / passengers to maintain safety Undertake mustering of own department and ensure all personnel are accounted for Ensure supervisors receive adequate training to undertake their duties and make sound decisions As a member of the Stretcher Party, transport injured parties to the medical centre or alternative care site and assist with the evacuation of any casualties and / or patients Assist the medical team as required As holder of PSC & RB may be in charge or 2nd in charge of a survival craft and therefore responsible for the safety and well being of persons inside Maintain order of the survival craft during abandonment of the vessel, ensure survival procedures are followed at all times and that all members of the survival craft crew are fully trained and understand their responsibilities Undertake other emergency duties / routines within the ERP as directed Undertake any other emergency duties required that are specific to vessel

	Follow all emergency procedures as directed
Safeguarding	Aware of CUK safeguarding children policies and procedures Report any concerns of a safeguarding nature to the Designated Safeguarding Person (DSP)
Security	Apply the correct security measures for own department / area Lead and direct the team in applying security measures and actively promote understanding of security issues Encourage security awareness within the team

Technical

Knowledge/Skill	Summary of Responsibilities
Quality Standards	Train the team in the quality standards agreed for own area and monitor their performance in achieving those standards Implement and feedback on agreed tactical changes to the quality standards ensuring company standards are met
Cleaning	Create and implement effective cleaning schedules Inspect the quality of output of the team and provide immediate corrections Monitor maintenance requirements within the department and liaise with the technical team in order to achieve objectives Accompany internal and external auditors as and when required and answer questions with knowledge and confidence Adhere to all public health policies and procedures, strictly follow the correct procedures regarding public health outbreaks
Laundry	Oversee the operation of the laundry and train staff to use the linen chute and all the machines safely and efficiently Plan the work of the laundry during busy periods to ensure efficiency, taking into account the ship's programme and cruise plan Make decisions regarding discards and monitor the level of discards, respond to changes in trends Review the quality of output of the team and support them to improve Oversee the regular maintenance carried out Ensure any items that do not meet the required standards are immediately taken out of service and appropriately dealt with

Business

Knowledge/Skill	Summary of Responsibilities
IT Skills	Competent in the use of most MS Office Software Input passenger billing information correctly utilising the relevant system
Revenue Generation	Understand revenue target for own area and proactively work to achieve set targets Immediately highlight any issues in achieving revenue objectives to manager Understand passenger requirements and adjust approach accordingly Use specialist knowledge to help inform passengers on products and positively influence revenue generation
Customer Service	Adapt quickly and remain calm when passenger requirements or demands change, or escalate the requirement to ensure a quick resolution is achieved Identify opportunities to do extra for passengers, independently, or in collaboration with colleagues Make and suggest adjustments to the service in response to passenger feedback and understanding of the passenger profile for the cruise
Audit & Compliance	Complete full and accurate records to ensure compliance for both internal and external audits
Stock Control	Undertake accurate and complete stock takes as required, inputting data into relevant system Calculate restocking requirements based on existing stock levels and expected future needs

People / Management

Knowledge/Skill	Summary of Responsibilities
Advising & Influencing	Respond confidently and promptly to requests for information Act as a role model to others promoting a positive working environment

Quality Assurance	Observe, review and assess all aspects of the quality of service being provided within the team against the agreed quality standards Take action when any element of the service or work being carried out is not up to standard Test new linen and uniform samples to ensure the quality stands up to the rigorous cleaning procedures Investigate any complaints regarding laundry items, identify improvements required and implementing action plans
Planning & Prioritisation	Plan work schedules for the team Prioritise tasks and projects for the team, ensuring efficient delivery and in line with the ship's priorities Plan the needs of laundry and linen for future cruises and order within lead times Plan and complete appraisals and 1-2-1's as per company requirements
Resource Management & Delegation	Understand the skills and competencies of the staff and deploy them effectively Plan for absences Delegate tasks with clear instructions, expectations and necessary responsibility
Providing Performance Feedback	Provide prompt feedback in the most effective manner to ensure that the advice is accepted and understood Ensure feedback is both positive and constructive
Coaching & Mentoring	Hold effective developmental discussions with team members in order to improve delivery of service Act as a coach or mentor for team members, wider line management and subject specialist situations
Training	Identify and undertake team training and development
Facilitation Skills	Undertake effective and efficient daily and weekly meetings, ensuring information is shared and understood

CUK Behaviours (Refer to the skills profile for detailed CUK Behaviours)

Officer / Supervisor Style	Thinks about their style and approach and how this impacts the team Works as part of the team to achieve agreed goals Supports and encourages others, helping to build a positive and open culture
Thinking Ahead / Making Change Happen	Thinks ahead when working with a team and helps others to change Identifies problems and actively works to generate solutions
Working with Others	Works collaboratively, supporting and encouraging others to achieve objectives Actively works to improve own knowledge and experience and is approachable to others Respects colleagues and passengers and gives constructive and helpful feedback
Communicating Effectively	Proactive and positive in their communications with the team and others
Customer Centred	Understands how their role can impact the passenger experience and works with the wider Housekeeping and Technical teams to provide a customer focused service Deals with feedback positively and strives to deliver a consistently high service
Acting Safely	Takes responsibility for health and safety of self and others and always considers safety in their everyday tasks and activities

Person Specification

	Experience of / ability to manage a team
	Ability to motivate others and build a loyal and supportive team
	Creates a positive working environment building a culture of openness and trust
	Proactively works to identify improvements
	High attention to detail, able to quickly identify any areas that do not meet the required standards
	Comfortable talking to a wide range of people including passengers
	Communicates clearly and effectively, keeping others informed of progress and highlighting any issues
	Calm under pressure, taking a logical approach to problem solving and involving and communicating to relevant stakeholders throughout
	Demonstrates cultural and interpersonal sensitivity in dealings with others
	Decisive and responsive to emerging situations

	Self motivated and able to prioritise and organise own workload
	Makes sound judgements under pressure
	Considers and manages risk (safety and reputational) in all situations
	Organised, structured and focused on the detail in their approach to work
	Models high standards of ethics and appropriate behaviour
	Loyal to the Carnival UK brand and compliant with company policies and procedures

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