



## **JOB DESCRIPTION**

### **Welfare Steward**

#### **Job Purpose**

As an integral member of the COTA team contribute to the provision of quality laundry, accommodation, messroom and janitorial services adhering to health and safety at all times.

#### **Main duties/tasks**

- By utilising resources available, work as effectively and efficiently as possible to ensure the service is provided to the agreed standards
- Maintain accommodation areas in a clean and sanitary condition at all times
- Cleaning, buffering, hovering, sweeping and washing floors, walls and ceilings to be carried out in accordance with company procedures and safe systems of work to the contract specified standard, and recorded in the cleaning schedules
- Ensure all laundry is done to clients satisfaction and contract specification
- Ensure chemical store is kept clean and tidy
- Accompany supervisor on daily and weekly inspections of areas of your responsibility
- Maintain cleanliness of all catering equipment
- Ensure kitchen and all its equipment are maintained in a clean and hygienic manner
- Ensure mess is kept clean at all times
- Assist in the preparation and serving of meals
- Ensure adequate supplies of cutlery and crockery are available throughout service times
- Ensure adequate supplies of galley equipment are available to chefs
- Manage the pot wash area
- Assist in unloading containers
- Adhere to deep cleaning programme
- Notify line supervisor of any defects or maintenance requirements within areas of responsibility
- Ensure all duties and responsibilities are undertaken in full compliance of the Health and Safety at Work Act
- Report all accidents and injuries
- Report any incident of fire, loss, damage, unfit food, and other irregularities and take such action as may be appropriate
- Embrace industry training and development and culture by
- Attending Client and Company training courses as deemed necessary
- Fully support and participate in all Client and Company safety initiatives
- Carry out additional duties and any other tasks within your competency, such as the unloading of containers, which form part of the company service to the customer, as requested by the manager

- Ensure entertainment as per agreement with client is provided using resources within your disposal
- Ensure records of all entertainment provided
- Responsible for monies generated within the welfare structure.
- Responsible for accounts of all monies to be up to date and in good order.
- Ensure all aspects within the scope of service to the client are being adhered to, with the provision of DVDs, books and board games etc.

### **Additional Information**

#### **Responsibility for the work of others**

- Ensuring correct use, safe operations and keeping clean and hygienic at all times
- Basic maintenance and preparation for use on an as and when required basis
- Completing work in terms of all Risk Assessments and Safe Systems of Work
- Knowledge and competency in the use of cleaning materials and chemicals as approved under COSHH regulations ensuring, at all times, that all chemicals are stored correctly according to COSHH regulations
- Working knowledge of Company/Client Safety Management Policy

#### **Responsibility for machinery/equipment/materials/consumables**

- Ensuring correct use, safe operations and keeping clean and hygienic at all times
- Basic maintenance and preparation for use on an as and when required basis
- Completing work in terms of all Risk Assessments and Safe Systems of Work
- Knowledge and competency in the use of cleaning materials and chemicals as approved under COSHH regulations ensuring, at all times, that all chemicals are stored correctly according to COSHH regulations
- Working knowledge of Company/Client Safety Management Policy
- Completion of stock take.
- Cash reconciliation

#### **Decision making**

- Participate in periodical inspections and contribute to the process of identifying and implementing improvements
- Identify personal training needs where possible
- Take personal responsibility for closing identified development gaps and future requirements
- Personal competencies are known, understood, adhered to and updated on an ongoing basis
- Ensure the personal working hygiene standards meet both the company and statutory requirements
- Participate fully as part of both the company and unit team, ensuring welfare objectives are met to enable the company to provide an excellent service
- Required to source, assimilate and assesses information in order to make judgements.

**Communication/Contact with others**

- Communicate with colleagues and supervisors with regard to routine information
- Reporting faults to line supervisor or department supervisor
- Report any customer complaints immediately and take the necessary action if appropriate
- Actively seek to satisfy all customer and client requests, providing a service, which both meets company standards and exceeds customer satisfaction

**Experience/Qualifications**

- At least 1 years' experience as an offshore Steward is essential
- Computer Literacy
- Desired experience in book keeping and money handling
- Health and Hygiene certificate desirable