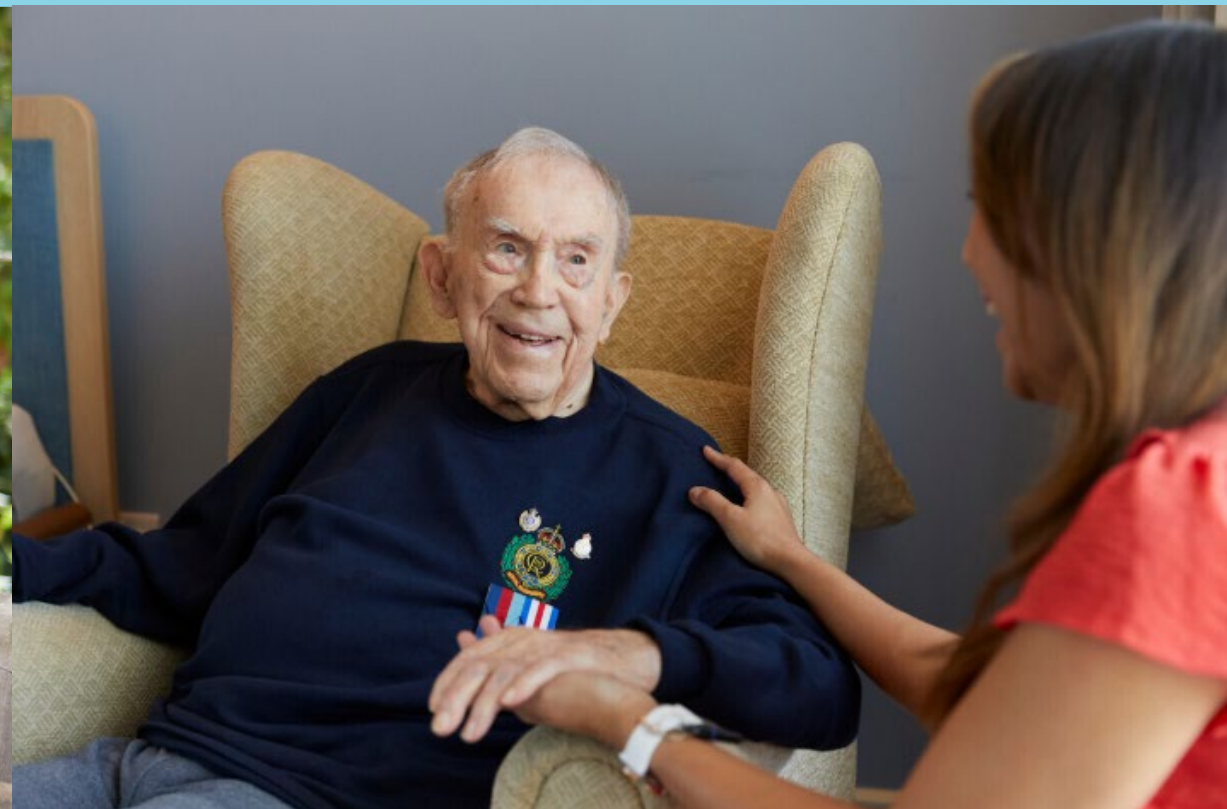




**Royal Star  
& Garter**

Care with courage



# Facilities Engineer– Central Services

Candidate information pack





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# Welcome to Royal Star & Garter

## The role at a glance

**Title:** Facilities Engineer

**Location:** High Wycombe

**Reports to:** Lead Facilities Engineer

**Hours:** 37.5 hours per week

**Salary:** £39 - 41k



Thank you for your interest in the position of Facilities Engineer. In this role you will be joining a small, dedicated Operations team, ensuring the smooth running, compliant and safe environment for our beneficiaries, staff and visitors, primarily at our Home in High Wycombe.

You are likely to be mechanically or electrically trained and additionally have a good attention to detail. The role will require you to be able to work independently or working as part of the wider team and taking pride in your finish and workmanship.

You will be required to work alongside the Facilities Technician, spending time to help understand the cause of an issue and help to resolve it with the best long-term solution or making things safe until the correct solution can be arranged.

Our buildings are all purpose built to a high standard, utilising high quality products that (by design) are there to make the environment for our residents, pleasant, safe and reliable. Your role is to ensure that the environment stays in first class working order, that our assets are well maintained and the staff and residents are safe.

From time to time, your skillset may be required to assist one of the other locations to share your knowledge or simply help out on a multi-handed work stream. You'll be asked to work on equipment that you may not have seen before but applying your logical/systematic approach I'm confident you will help to find a fix or a solution to meet the residents needs.

Still interested? Then I look forward to meeting you at interview.

Kindest Regards,  
Martin Goldman  
Director of Operations

# Job description

Purpose

Provide skilled maintenance services to our premises, ensuring our infrastructure and equipment is in a safe and good working order.

Be an active member of the Operations team in creating and maintaining an outstanding and safe environment for our beneficiaries and staff, supporting their every need.

- Key responsibilities
- Through undertaking a combination of PPM and Reactive maintenance tasks, ensure that our premises are 100% safe and compliant to Statutory requirements at all times.
  - Maintain all of our Plant and Equipment in a timely, quality manner to optimize efficiency and up-time to its maximum and reduce un-planned downtime to a minimum.
  - Management of Sub-contractors on-site.
  - Fully understand the impacts (both positive and negative) of your actions upon the systems you work with and pro-actively manage your work to avoid negative impact to our Residents / Staff and visitors.
  - Provide qualified support to the facilities technicians to assist them in the undertaking of their roles.
  - Provide a high standard of repair using correct and suitable processes and materials to ensure the longevity of the repair, even if this may take longer than an alternative "Quick Fix".
  - Ensure your work is undertaken in a safe, low risk manner, with due regard for the impact upon others.

## To apply

Send your CV and a covering letter (no more than two sides) outlining how you meet the person specification to:  
[centralservices.jobs@starandgarter.org](mailto:centralservices.jobs@starandgarter.org)

Please include any paid or voluntary experience that you think might be relevant and ensure that you tell us what you will bring to the role.



# Job description - continued

- Through flexibility and pro-active approach, provide technical knowledge and support to the non-technical teams within the locations.
- Build and maintain excellent working relationships with your work colleagues both locally and throughout the wider organization.
- Work with the wider Operations team, Facilities Engineers and Technicians, to ensure that works in the homes are scheduled locally and all stakeholders are aware of imminent works.
- This is not an extensive list and there is a requirement to adhere to any other reasonable management requests.



# Person specification

## Essential behaviours / characteristics:

- Self-motivated, pro-active and able to manage a varied workload making sound decisions regarding prioritisation of tasks
- Good attention to detail
- Reliable and hardworking, ability to finish tasks even if it means working past your scheduled finish time.
- Able to work independently or part of a team
- Committed to continuing professional development

## Essential experience / knowledge:

- Electrically or mechanically trained and qualified.
- Professional maintenance qualifications (NVQ – Minimum Level 3 Trade related/City and Guilds/HND)
- Building infrastructure / maintenance background.

## Desirable experience:

- Knowledge of the building process and construction principles.
- Knowledge of relevant regulations and building regulations. (Including Building Fire Safety, Legionella, Infection control processes.)
- Excellent verbal and written communication skills.
- Troubleshooting and problem-solving skills.
- Building Management System experience



## Our values

## With love

We carry out our work with love, care and compassion.

## Living positively

We are optimistic in everything we do, supporting veterans and their families in leading happy, fulfilled lives.

## As a family

We work and live as one team, one family, one community.

## Standing in their shoes

We show admiration and respect for people and never forget what they have done.

## Take courage

We are not afraid to do what is right and what is needed.

# Offer



## Although we are a charity, we offer a generous package

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- Salary of £39 - £41k
- 37.5 hours per week
- 25 days holiday per annum plus bank holidays
- Employer Pension Contribution of 7.5% with matching Employee contribution of 5%
- Life insurance of 3 x salary (until age 70)
- Ten weeks full occupational sick pay before statutory sick pay
- Access to appropriate professional bodies and payment of relevant membership fees after six months of employment
- Learning and development – opportunities to support you in your role

# Conditions of employment



Any offer of employment made will be subject to the following conditions:

- Satisfactory references covering the last 5 years from at least two references, including one from your current or most recent employer
- A pre-employment medical screening
- Enhanced DBS Disclosure
- Proof of the Right to Work in the UK

Confirmation in post will be subject to:

- A satisfactory 6-month probationary period.



# About us



## Our mission

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Royal Star & Garter was founded in 1916 to care for the severely injured young men returning from the battlegrounds of the First World War. Today, our mission is to provide outstanding care and support that recognises the needs of veterans and their families.

## Our care

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We provide care, support and friendship for those who have had the courage to serve so that they can live well. We deliver that through high quality Homes, a range of services in the local community, by driving innovative practice and by setting the standards for others to follow. We offer:

- Nursing care
- Dementia care
- Short-break/respite care
- End of life care
- Day care
- Lunch Clubs
- Telephone Friendship Service

# About us



## Our future

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We are developing new services beyond our four Homes, including an outreach service to provide support in veterans' own homes and a community for younger veterans. We continue to reach more ex-Service personnel in residential care through the Veteran Friendly Framework. Our work to promote greater collaboration will deliver better outcomes for the Armed Forces community.

## Our knowledge

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We have over 100 years' experience in providing pioneering nursing and therapeutic care to veterans living with disability and dementia. We are committed to sharing our knowledge and skills with other organisations to promote better care for all veterans and older people. We partner with health care, military and academic organisations for the benefit of our local communities.

## Sharing our experience

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We are passionate about innovation in our care to improve the lives of veterans and their families. We have been championing the development of nursing associates in the social care workforce for several years and support many of our carers to develop new skills.

# High Wycombe

Our High Wycombe Home (rated Outstanding by the CQC) has been designed with comfort and wellbeing in mind. There are plenty of activities to enjoy, opportunities to socialise with friends, or simply relax in the spacious lounges and landscaped garden.



# Solihull

Our Solihull Home is rated Outstanding in all five areas by the Care Quality Commission. Loving, compassionate care is tailored to each individual and every detail designed for comfort and wellbeing, it's a place where residents and their families can truly feel at home.





# Surbiton

With its stunning foyer and relaxed, spacious lounges, our Surbiton Home offers a warm, friendly welcome. Highly trained staff provide specialist care in comfortable surroundings, where the focus is always on the individual.



And rated **'Outstanding'**  
in the care category.



# Worthing

Our Worthing Home places each person at the heart of their care, with personalised rehabilitation plans that promote independence, confidence and wellbeing. The dedicated team includes in-house physiotherapists and occupational therapists who offer hands-on support with warmth and encouragement.

