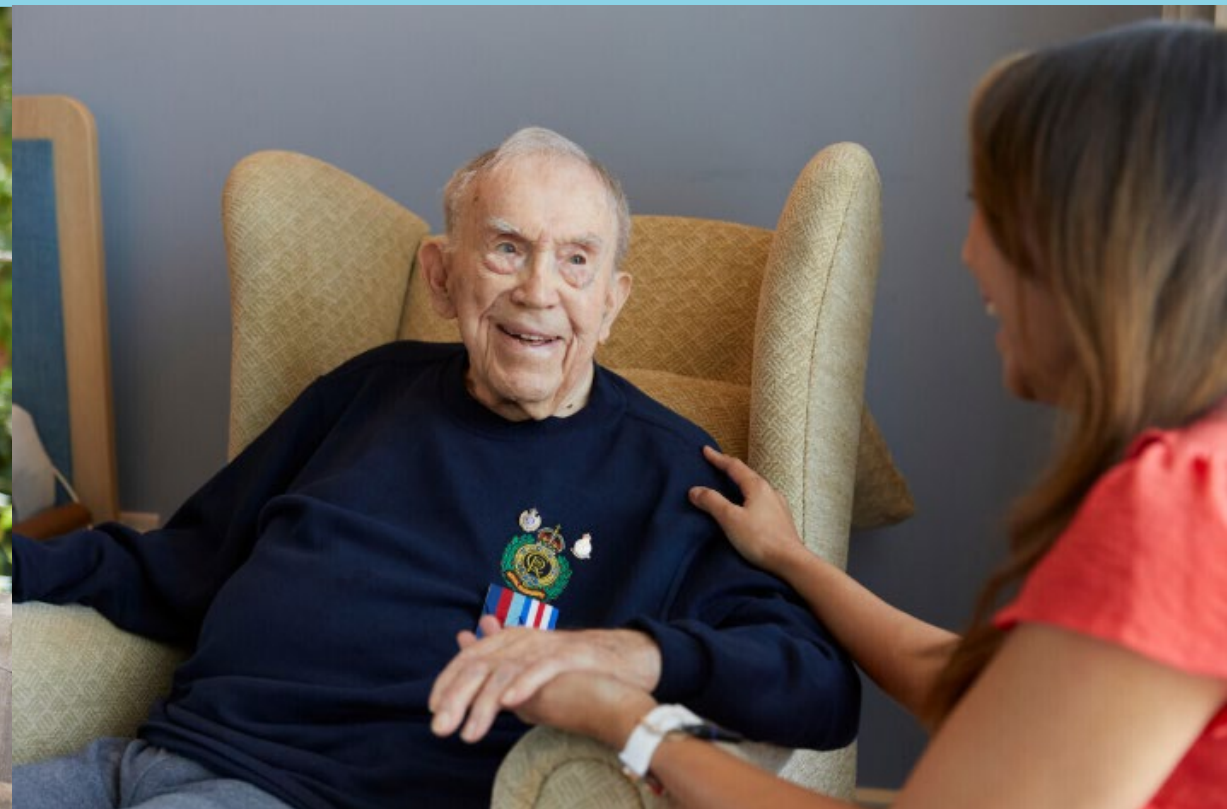




**Royal Star
& Garter**

Care with courage



Recruitment Coordinator – Central Services

Candidate information pack





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Care with courage

Welcome to Royal Star & Garter

Thank you for your interest in joining the Royal Star & Garter.

Our Recruitment Coordinator will play an important role in helping us attract and welcome talented individuals who share our values and commitment to excellence. From supporting candidates through the recruitment process to ensuring new colleagues have a positive and seamless start with us, this role helps build the teams that deliver outstanding care across our Homes.

We are looking for someone who is organised, proactive, and personable, with a genuine commitment to providing an excellent experience for candidates, managers, and new starters alike. You'll work closely with colleagues across the organisation, helping to ensure our recruitment processes are efficient, compliant, and reflective of the high standards we set for ourselves.

At Royal Star & Garter, we value collaboration, integrity, inclusivity, and compassion. In return, you'll join a supportive team where your contribution is recognised and where you'll have the opportunity to make a meaningful difference to the lives of those we serve.

We hope this recruitment pack gives you a clear insight into the role and our organisation. We look forward to learning more about you and wish you every success with your application.

Kind regards

Lena Halm

Head of HR

The role at a glance

Title: Recruitment Coordinator

Location: Central Services

Reports to: Head of HR

Hours: 30 hours p/w– Mon- Fri
(Home working/Hybrid; some travel to all locations may be required)

Contract term: Permanent

Salary: £27,500 per annum

Job description

To provide effective recruitment and onboarding support across Royal Star & Garter, managing the full recruitment cycle from vacancy approval through to appointment and start date. The primary focus for this role is the recruitment of clinical and care staff for our four nursing homes followed by other roles in the Homes. There may be some involvement in recruitment for Central Services

This role ensures a professional candidate experience, accurate compliance checks, and smooth onboarding by coordinating interviews, preparing documentation, maintaining records, and working closely with managers and other internal teams to help fill vacancies efficiently and in line with all policy and legal requirements.

- Manage the full recruitment cycle from vacancy approval through to offer stage and start date.
- Generating candidate packs and uploading adverts on relevant platforms.
- Screen applications against essential criteria and support shortlisting activity.
- Coordinate interviews, assessment tasks, and candidate communication in a timely and professional manner.
- Produce recruitment documentation.
- Carry out and track pre-employment checks, including references, DBS, right to work, and other compliance requirements.
- Maintain accurate recruitment records and ensure all stages are completed in line with policy and legal requirements.
- Support a positive candidate experience through clear communication and prompt updates throughout the process.
- Liaise with payroll, IT, HR, and managers to ensure a smooth onboarding process.
- Trigger induction paperwork, system access, and new starter information ahead of the employee's first day.
- Monitor recruitment progress and highlight delays, risks, or bottlenecks to relevant managers.
- Contribute to recruitment reporting, including vacancy status, time-to-hire, and onboarding completion.
- Help improve recruitment and onboarding processes by suggesting practical efficiencies and consistency improvements.
- Ensure all recruitment and onboarding activity is handled confidentially and in line with safeguarding, employment, and data protection requirements.
- Any other reasonable management request

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

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.

Person specification

Essential behaviours & characteristics

- Highly organised with strong attention to detail.
- Professional, approachable, and able to communicate clearly with a range of people.
- Able to manage sensitive information discreetly and maintain confidentiality.
- Calm under pressure and able to prioritise effectively.
- Proactive, with a flexible and adaptable approach to changing priorities.
- Committed to providing a positive candidate and manager experience.
- Works well as part of a team and builds effective working relationships across teams.
- Shows a strong commitment to safeguarding, equity, diversity, and inclusion.

Essential experience & qualifications

- Previous experience in an administrative role, ideally with recruitment or HR responsibilities.
- Experience of coordinating interviews, appointments, or similar process-driven activity.
- Experience of maintaining accurate records and using computer systems/databases.
- Good working knowledge of Microsoft Office, particularly Word, Excel, and Outlook.
- Understanding of the importance of confidentiality, GDPR, and handling personal data appropriately.

Desirable

- Previous experience working in recruitment, HR, or onboarding administration.
- Experience of pre-employment checks, including references, DBS, and right to work checks.
- Experience working in a charity, care, health, or social care setting.
- Knowledge of safer recruitment practice.
- Understanding of HR compliance requirements.



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

- Salary of £27,500
- 30 hours per week
- Equivalent of 5 weeks holiday per annum plus bank holidays (pro-rata for part-time)
- 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

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

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/respice care
- End of life care
- Day care
- Lunch Clubs
- Telephone Friendship Service

About us



Our future

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

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

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.

