



**Royal Star
& Garter**

Care with courage



Housekeeper (part-time)- Solihull

Candidate information pack





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Welcome to Royal Star & Garter

Thank you for your interest in Royal Star & Garter.

Since I joined this fabulous charity in summer 2024, I have been amazed and humbled by the passion and dedication of every member of staff. Our teams in our Homes are nothing short of exceptional in the care they deliver, while our teams in Central Services provide unrivalled support.

I am looking for someone really special to join our team. My ideal candidate will be someone who is highly organised, enthusiastic and driven to succeed.

We live our values in everything we do, and we're looking for people who share that commitment. At Royal Star & Garter, we invest in our staff, supporting their skills, behaviours, and wellbeing. Our comprehensive training and focus on professional development mean you'll be encouraged to grow and thrive. If you're passionate and dedicated, enjoy being a part of a supportive team, and want to make a real difference to others, I look forward to receiving your application.

If this is you then I look forward to receiving your application.

Katie McCauley
Home Manager

The role at a glance

Title: Housekeeper

Location: Royal Star & Garter,
Tudor Coppice, Monkspath Hall Road,
Solihull, B91 3DE

Reports to: Operation Lead

Hours: 30hr per week.

Annual salary: £20,982

Contract: Permanent

More information:
solihull.jobs@starandgarter.org

Job description

Purpose

The Laundry Assistant ensures that a complete service for the laundering of linens, towels and resident clothing is provided in a timely and effective manner, serving clinical and personal needs simultaneously

- Key responsibilities**
- Assist Fill the steamer tank to correct levels and maintain at the correct temperature for effective use
 - Collect dirty laundry from pick-up points around the Hospital Home observing health and safety rules, launder it effectively and return it to the correct place in time for clinical use and for residents to wear.
 - Operate the pump iron safely and effectively
 - Iron and fold sheets, pillowcases and any other linen as required ready to be put in the linen cupboards on the correct wards following colour coding system.
 - Wash mop heads and other non-disposable cleaning equipment for the Housekeeping team
 - Ensure that stocks of clean linen are maintained in store cupboards for ward staff to use.
 - Carry out mending of laundry items from time to time.
 - Cleaning and laundry maintenance
 - Vacuum all washing machine and dryer filters at the end of each day.
 - Ensure that shelves are loaded appropriately, and that resident clothing is separated and neatly folded.
 - General cleaning and health and safety
 - Areas are thoroughly prepared prior to cleaning and surfaces are cleaned effectively and dried appropriately
 - Risks and hazards are identified, and any remedial action is taken
 - The correct cleaning materials and equipment are used
 - Areas are left tidy and free from hazards
 - Machinery (e.g. washing machine, tumble dryers, iron and sheets presser) are used in accordance with the manufacturer's instruction as per its intended use, and in accordance with QAHH policies and procedures.
 - Machinery is stored safely, clean the filters, vacuum all around, keep the sink and the machines clean, wash floors, empty bins, close down the laundry properly at the end of the day

To apply

Send your CV and a covering letter (no more than 2 sides) outlining how you meet the person specification and what you will bring to our team to solihull.jobs@starandgarter.org

Person specification



Essential

- Good communication skills with a wide variety of residents, relatives, ward staff and Support Services colleagues.
- Empathetic towards the needs of others; promotes a positive approach to the care of people with a neuro/physical-disability
- Professional – must remain calm under pressure; preserve resident and Hospital Home confidentiality; display a positive view of individuals' unique needs and abilities.
- Proactive – able to predict the needs of residents and colleagues and respond effectively to these
- Resilient – able to cope well with set routines
- Reliable – must show high levels of personal commitment to the role, to residents, and to team members
- Accountability – must display awareness for own actions and accountability for them
- Procedural – must display knowledge and commitment to Hospital Home policies and procedures
- Flexible – responds positively to the operational needs of the Hospital Home by working additional hours as and when required and undertaking other appropriate tasks in order to assist with the smooth running of the laundry.



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 partners 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

- £13.45 per hour, £20,982 per annum
- 30 hours per week
- Equivalent of 25 days holiday including bank holidays (pro-rata for part-time)
- Employer Pension Contribution of 7.5% with matching Employee contribution of 5%

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/respite 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, occupational therapists and speech and language therapists who offer hands-on support with warmth and encouragement.

