



**Royal Star
& Garter**

Care with courage



Operations Lead (part-time, part of job share)

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 2019 I have been amazed and humbled by the passion and dedication of every member of staff. Our teams in our three 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 to join our existing Ops Lead as a job share. Together you will ensure that all the non-clinical aspects of the Home are run efficiently, effectively and to the highest standard.

More importantly it matters to me who you really are. We strive to live our values in everything we do and we want the people who join us to do the same.

We are committed to investing in our staff – in skills, behaviours and well-being. We have a comprehensive training offer for our staff and your continued professional development is important to us. We are looking for people who share our values, people with passion and dedication who want to work as part of a team, and people who want to make a difference to others.

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

Helena Maher
Home Manager

The role at a glance

Title: Operations Lead (part-time)

Location: Royal Star & Garter, Upper Brighton Road, Surbiton, KT6 6JY

Reports to: Home Manager

Management of: Housekeeping & Facilities teams, Hospitality Services Assistant

Hours: 15 pw across 2 days pw or 22.5 pw across 3 days pw

Salary: £16,809 pa for 2 days or £25,213 pa for 3 days

More information: Helena Maher
Helena.maher@starandgarter.org

Purpose & key responsibilities



Purpose of the role

To ensure that all non-clinical aspects of the operation of the home are run effectively, efficiently and do not negatively impact the day to day running of the home.

To maintain the physical aesthetics and environment of the home to a high standard.

To ensure that all health and safety, Home compliance duties are undertaken in a timely manner.

To manage the catering provision regarding function control, service quality and control of free-issue products.

Key tasks and responsibilities:

- To work in accordance with the issued Duties & Responsibility document.
- Line management of the housekeeping and facilities teams and Catering Manager
- Engage with residents and relatives to ensure any operational issues are resolved.
- Liaison with CAFM administrator in relation to PPM and Reactive works within the home.

Team Leader tasks and responsibilities

- Provide effective performance management, support and guidance to the housekeeping team as described in the Royal Star & Garter Performance Management Policy.
- Organise the work roster for your team.



Key responsibilities cont/d



General

- Undertake any other duties as required, consistent with the nature of the role as determined by your manager.
- Provision of data and/or undertake audits as required by Duties & Responsibilities document, closely interfacing with the Audit and Assurance Officer.
- Comply with all Royal Star & Garter policies and procedures
- Promote the interests and reputation of Royal Star & Garter at all times and ensure that the culture and ethos of the organisation is maintained, nurtured and supported
- Promote and maintain a safe environment by complying with the requirements set out in the Home's Health & Safety Policy, security procedures and guidelines.
- Actively promote equality of opportunity in all day-to-day activities
- The post requires a high degree of confidentiality. You will be required to meet these exacting standards at all times, whether in or outside work
- Take responsibility for your own continuous professional development, fully engaging with training and assessment and promoting a learning culture where mutual and professional respect is afforded to all colleagues

Person specification



Essential behaviours:

- You will always put the health, safety and welfare of yourself and others before all else.
- You will be a proactive member of a dynamic, high-performing team, treating others with respect, kindness and understanding
- You will work collaboratively with people from different backgrounds and with different perspectives than your own, building positive and effective relationships.
- You recognise the strengths of people in your team, sharing your knowledge and skills to support and develop their abilities. Challenging poor attitudes and performance issues in a timely and constructive manner.
- You model professional conduct, showing determination, drive and commitment at all times, particularly when faced with challenges and setbacks.
- You reflect on your practice: identifying your own strengths and limitations; being receptive to feedback; and, actively seeking and making use of opportunities for development and wellbeing.
- You manage your time effectively, ensuring that you understand the roles and responsibilities of colleagues and are comfortable discussing your wellbeing.
- You will be resilient in your approach to problem solving, finding the best solution, which may not always be the first solution.
- You will always seek guidance on any issues that you might not feel confident in undertaking. If in doubt.....Ask!

Personal attributes:

- Physically fit and able to carry out the duties of the role
- Good written and verbal English language and communication skills
- Resident focussed
- Computer literate

How to apply



Send A CV and covering letter of no more than two sides setting out how you meet with person specification and how you will deliver the purpose of role to Surbiton.jobs@starandgarter.org

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 £16,809 per annum for 2 days or £25,213 per annum for 3 days
- 15 hours per week across 2 days week or 22.5 hours per week across 3 days per week
- Equivalent of 25 days 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/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 and occupational therapists who offer hands-on support with warmth and encouragement.

