



**Royal Star
& Garter**

Care with courage



Healthcare Assistant - Surbiton

Candidate information pack





**Royal Star
& Garter**

Care with courage

Welcome to Royal Star & Garter

Thank you for your interest in Royal Star & Garter.

Since I joined this fabulous charity, 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 really special to join our Care Team. My ideal candidate will be someone confident in providing high quality nursing care to the amazing veterans that we support. It is a role that will suit a Healthcare Assistant who is driven and motivated, with the courage to go the extra mile for the residents.

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. Having the right person join our team is important.

We are committed to investing in our staff – in skills, behaviours and wellbeing. We have a comprehensive training offer for our team members, 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. 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: **Healthcare Assistant**

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

Reports to: Deputy Manager/Shift Leader

Hours: Days - 37.5 per week, 3 x 12.5-hour
shifts worked as part of a rota Part time 25
hours pw considered. Nights 42 hours pw

Salary: £27,748.50 per year (£14.23 per hour
days or £14.50 nights) increasing to £30,205.50
on completion of Core Module Training

Contract: Permanent

More information:
Lindsay.campbell@starandgarter.org

Job description

Purpose

- Deliver the highest quality care and support to residents to enable them to live their lives to their fullest potential.
- Wherever appropriate to do this *with* residents not for them, enabling engagement in meaningful activity and maintaining independence for as long as possible.
- To successfully complete and practice the Royal Star & Garter HCA Competency Framework

Key Responsibilities

Key responsibilities

1. Assist residents to attain their full potential in their activities of daily living, recognising and enabling their choices
2. Promote independence and empower residents
3. Assist residents with personal hygiene, appearance, mobility, food and meals in accordance with their Care Plan
4. Ensure accurate record keeping including physical and emotional well-being and resident choices
5. Actively encourage and enable engagement with personal and group activities
6. Actively participate in supervision and appraisal using it to support your personal development
7. Work in accordance with all relevant legislation, codes of practice, policies and procedures
8. Undertake other duties as may be requested from time to time, consistent with the nature of the post.
9. Maintain a high degree of confidentiality at all times.

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 Lindsay Campbell

Surbiton.Jobs@starandgarter.org

Person specification



Essential Behaviours / Characteristics:

- Demonstrate warmth, compassion and understanding of older people with disabilities and physical care needs and, those living with dementia
- Willing to go the extra mile to enable our residents to live their best lives
- Flexible, adaptable, positive and proactive with a 'can-do' attitude
- Good spoken and written English
- A commitment to personal and professional development
- Committed to our mission, values and to enabling outstanding care for veterans

Essential Experience:

1. Is willing to work towards an appropriate competency based qualification
2. Is physically fit and able to carry out the duties of the role
3. Good written and verbal English language and communication skills
4. Resident focused
5. Computer literate



Our offer



We offer a generous package

- Salary £27,748 per annum full time rising to £30,205 on complete of Core Module (£31,668 to £34,419 for nights)
- Full time: 37.5 hours per week, three 12.5 hour shifts worked on a rota covering 7 days. Night staff work average 42 hours pw - 12 hour shifts over a 6 week rota
- Part time roles considered - 25 hours pw x 2 shifts for days
- Equivalent of 25 days holiday per annum plus bank holidays (pro-rata for part-time)
- Modern working environment
- Employer Pension Contribution of 7.5% with matching Employee contribution of 5%
- Life insurance of 3 x salary (until age 70)
- 10 weeks full occupational sick pay, before statutory sick pay
- Access to appropriate professional bodies and payment of membership fees after 6 months of employment
- Learning and Development – fully funded opportunities to support you in your role
- Access to mental health, financial and legal support
- Additional leave for Armed Forces Reserves and Cadet Forces Adult Volunteers
- Overtime paid at time and a quarter

How to apply



Send your CV and a covering letter of no more than 2 sides explaining how you meet the 'Essential Behaviours' for this role. You should include the values and behaviours you would bring to the role and the team.

The interview will be based on behaviour and potential. This means that, as well as ensuring you have the skills to be a good fit for the role, you also fit with behaviours and values of the team and charity.

There is more detail about the job in the Job Description on our website but remember, it is your behaviours that are important for your application.

Your CV and covering letter should be sent to Surbiton.jobs@starandgarter.org for the attention of Lindsay Campbell by 21 October 2025

Mandatory requirements

All offers are subject to:

- Enhanced DBS check
- Right to Work in the UK and satisfactory reference checks

Conditions of employment



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

- Satisfactory references covering the last 5 years 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 vision and mission

Vision: A future where all veterans can live life to the full.

Mission: To provide an outstanding range of quality care and therapies to veterans and their partners living with disability or dementia.

Our care

Our Surbiton Home offers a warm welcome to residents and their families. The Home is rated 'Good' by the Care Quality Commission and "Outstanding" in Care and staff provide specialist dementia and nursing care tailored to the needs and wishes of each individual. Every aspect of the Home has been designed with our residents' wellbeing in mind.

Our staff are highly skilled and motivated and are constantly evolving services and innovating our care to meet present and future needs.

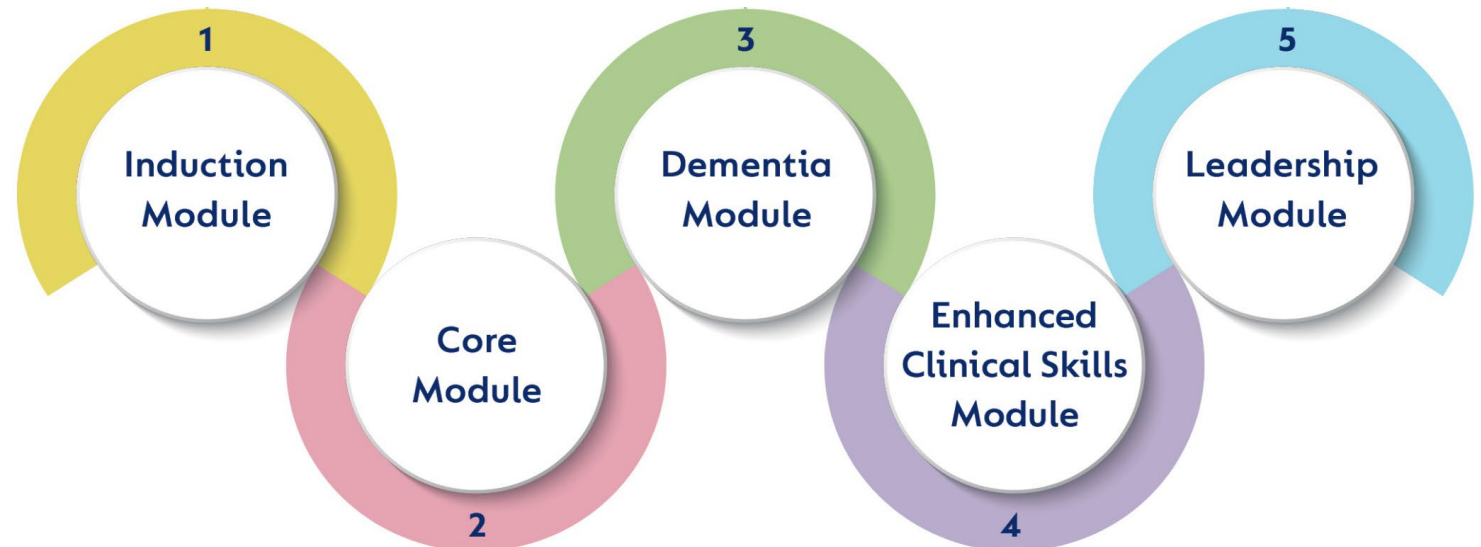
Your future



We will ensure that you have the professional support and development to provide safe, high-quality care to our residents through our Development Framework, a series of modules that build clinical care competencies and knowledge.

The focus of the training is on practice, with hands on mentoring, guidance and clinical supervision from experienced practitioners and nurses. On completion of the Core Module, you will be eligible for a Level 3 Diploma in Care.

For staff wishing to follow a long-term career in care, our Development Framework also offers the opportunity to acquire specialist clinical care competencies through additional training, ending in leadership training to prepare staff for a management or specialist care role. Progression through the Development Framework is rewarded through enhanced pay.



Surbiton

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

Inspected and rated

Good



And rated
'Outstanding' in
the care category.

High Wycombe

Our High Wycombe Home is our newest and has been designed for the comfort and wellbeing of our residents. Specialist nursing and dementia care is offered in a relaxed, homely environment, where residents can enjoy the many activities, share their day with friends or enjoy time in the spacious lounges and landscaped gardens.

Inspected and rated

Outstanding ☆



Solihull

Our Solihull Home offers a warm welcome to residents and their families. The Home is rated 'Outstanding' by the Care Quality Commission in all five areas and staff provide specialist dementia and nursing care tailored to the needs and wishes of each individual. Every aspect of the Home has been designed with our residents' wellbeing in mind.

Inspected and rated

Outstanding ☆

