



# Housekeeper (Bank) – High Wycombe

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 in August 2009, 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 experienced and reliable individuals to join our Housekeeping team. My ideal candidates will be people who strive for excellence and take pride in the environment of the Home. Our Housekeeping team are responsible for the day-to-day upkeep and cleanliness of specific areas within the Home, ensuring the delivery of high quality cleaning. These roles are vital in providing our residents with the best possible living environment so that they can live life to the full, comfortably and happily.

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.

Reggie Ballos  
Home Manager

## The role at a glance

**Title: Housekeeper**

**Location: Royal Star & Garter, Hughenden Avenue, High Wycombe, Buckinghamshire, HP13 5GG**

**Reports to: Operations Lead**

**Hours: Casual contract**

**Salary: £13.23 per hour**

**More information:  
[Usha.Nair@starandgarter.org](mailto:Usha.Nair@starandgarter.org)**

# Job description

| Purpose | Key responsibilities   |
|---------|--|
|         | <ul style="list-style-type: none"><li>• To be responsible for the day to day upkeep and cleanliness of specific areas within the Home, ensuring the delivery of high quality cleaning under the direction of the Operations Lead.</li><li>• To ensure whilst carrying out the role, that at all times residents are treated with respect and dignity and that individual's rights to privacy, independence and choice are met</li><li>• To carry out day to day cleaning tasks as set out in the cleaning schedule, including the cleaning and up keep of all communal areas and residents' rooms.</li><li>• To ensure the highest standards of cleanliness are met, complying with infection control standards throughout the Home</li><li>• To carry out laundry duties to a high standard as set out in the schedule using the high tech laundry system (where full training will be given)</li><li>• To adhere to the cleaning schedules and method statements, ensuring the correct and safe use of equipment and chemicals. Always follow manufacturer's instructions and adhere to regulations</li><li>• To maintain and requisition cleaning materials in order to deliver cleaning service</li><li>• To use all mechanical equipment in a correct and safe manner. To report any defective equipment to the Manager and to take it out of service immediately, ensuring that it is clearly labelled as "OUT OF ORDER"</li><li>• To display 'wet floor' warnings signs, as appropriate and remove once the floor is dry</li><li>• To always follow the Home's policies and procedures with regards to cleaning for example correct colour coding for equipment and rubbish bags and clinical waste</li><li>• To dispose of domestic waste correctly and safely</li><li>• To adhere to the operational policy regarding the wearing of jewellery and to always wear the uniform and other protective clothing provided</li><li>• To, at all times, maintain high standards of personal hygiene</li><li>• To ensure security of the premises is maintained at all times: combination codes or keys must not be given out to anyone without management permission</li><li>• To understand that staff may be requested to work in any appropriate area within the department</li><li>• To adhere to and work within the Food Safety (General Food Hygiene) Regulations 1995</li><li>• To report accidents /incidents and any health and safety issues or concerns to the Registered Nurse and complete relevant paperwork.</li><li>• To assist with induction and provide support to new members of staff where required</li><li>• With regard to yourself, to take responsibility together with your manager for your own development and ensure you maintain an up to date knowledge of all areas relevant to your role</li><li>• To attend training courses appropriate to the post</li></ul> |

## 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 [Usha.Nair@starandgarter.org](mailto:Usha.Nair@starandgarter.org)

# Person specification



## Essential behaviours / characteristics

- Able to work unsupervised and as part of a team
- Honest, reliable and responsible
- Hardworking and consistent in their work
- Good timekeeping
- Hygienic and have an awareness of Health & Safety regulations
- Methodical, demonstrating accurate measuring of cleaning materials
- Able to follow instructions
- Able to demonstrate good communication skills
- Be physically able to carry out the requirements of the role
- Show total commitment to excellent customer service and satisfaction

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## Essential experience

- Previous experience in a similar role
- An interest in working with older people and an understanding of their needs



## Our values

### With love

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

### 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.

### Living positively

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

### 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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- £13.33 per hour
- Casual contract
- Over time paid at time-and-a-quarter
- 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)
- Learning and Development – fully funded 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 battlefields 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

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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.

