



**Royal Star
& Garter**

Care with courage



Housekeeper - 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 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 Housekeeping Team. My ideal candidate will be someone who is enthusiastic and keen to maintain high standards.

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.

Helena Maher
Home Manager

The role at a glance

Title: **Housekeeper**

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

Reports to: Lead Housekeeper/HSA

Hours: 37.5 pw as part of a rota Monday
to Sunday. Shift times 8am to 4pm and
11am to 7pm

Rate of pay: £27,007.50 pa (£13.85 per
hour)

Contract: Permanent

More information:
lindsay.campbell@starandgarter.org

Job description

Purpose

- To be responsible for the day-to-day upkeep and cleanliness of all areas within the Home, ensuring the delivery of high-quality cleaning under the direction of the Lead Housekeeper

Key Responsibilities

Key responsibilities

- To carry out day to day cleaning tasks as set out in the cleaning schedule, including the cleaning and upkeep of all communal areas and residents' rooms.
- To ensure the highest standards of cleanliness are met, complying with infection control standards throughout the Home.
- To adhere to the cleaning schedules and guidelines, ensuring the correct and safe use of equipment and chemicals. Always follow manufacturer's instructions and adhere to regulations.
- To complete the Housekeeping daily checklist forms and any other relevant forms.
- Ensure adherence to Health and Safety at work and COSHH regulations by all staff and work proactively to ensure compliance.
- Attend and actively participate in Team meetings as required.

To apply

Send your CV and a covering letter 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

- Flexible approach
- Knowledge of COSHH and health and safety
- Able to work as part of a team
- Good attention to detail
- Time management skills
- Respectful of confidentiality
- Understanding of working within a person centred environment
- Basic IT skills

Desirable

- Previous experience of working in a similar setting or working with older people



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

- Salary £27,007.50 (£13.85 per hour)
- 37.5 hours per week worked as part of a 7 day rota. Shift times are 8am to 4pm and 11am to 7pm
- Over time paid at time-and-a-quarter
- Equivalent of 25 days holiday per annum plus bank holidays
- 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
- 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 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.

