



**Royal Star
& Garter**

Care with courage



Operations Lead- 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 an experienced, hands-on leader to join us as Operations Lead. My ideal candidate will be someone with a passion for excellence in all non-clinical operations. It is a role that will suit someone who is driven, motivated and has the ability to lead by example.

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: **Operations Lead**

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

Reports to: Home Manager

Hours: 37.5 per week, Monday to Friday

Salary: £40,680 per annum

Contract: Permanent

More information:
Lindsay.campbell@starandgarter.org



Job description

Purpose

As Operations Lead, you'll play a vital role in supporting the daily running of the Home by overseeing all non-clinical operations, from housekeeping and facilities to health and safety compliance. You'll lead with empathy and efficiency, ensuring our physical environment remains welcoming, safe, and maintained to the highest standard.

You'll be the go-to person for managing the Housekeeping Team, liaising with catering providers, and working closely with the wider team to deliver an exceptional experience for residents and families alike.

1. To work in accordance with the Duties & Responsibility document.
2. Line management of the housekeeping team.
3. Engage with residents and relatives to ensure any operational issues are resolved.
4. Liaison with CAFM administrator in relation to PPM and Reactive works within the home.

Team Leader tasks and responsibilities

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

Key responsibilities

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 at Surbiton.Jobs@starandgarter.org

Person specification



Essential behaviours / characteristics and experience

To succeed you will be:

- Resident-focused and driven to create a positive environment
- A confident people manager, with a supportive leadership style
- Well-organised with strong problem-solving skills
- Able to build strong, respectful relationships across teams
- Willing to get hands-on to keep things running smoothly
- Physically fit and ready to meet the demands of a dynamic environment
- Good written and verbal English language and communication skills
- Resident focussed
- IT literate



Our offer



We offer a generous package

- Salary £40,680 per annum
- Opportunity to work compressed hours.
- Equivalent of 25 days holiday per annum plus bank holidays
- 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

How to apply



Send your CV and a covering letter 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

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.

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 ☆

