



**Royal Star  
& Garter**

Care with courage



# Audit & Assurance Officer - Solihull

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 2024, 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.

We are looking for someone with excellent analytical, problem solving, and decision making skills. The ideal candidate would be someone who has attention to detail, with a strong commitment to detail. A background in healthcare or not for profit sector would be desirable.

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 people join us matters and key members of the team will support the recruitment process. We are committed to investing in our staff – in skills, behaviours and wellbeing. 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.

Katie McCauley  
Home Manager

## The role at a glance

Title: Audit & Assurance Officer

Location: Royal Star & Garter,  
Tudor Coppice, Monkspath Hall  
Road, Solihull, B91 3DE

Reports to: Home Manager

Hours: 37.5 per week

Annual salary: £28,000

Contract: Permanent

More information:  
[solihull.jobs@starandgarter.org](mailto:solihull.jobs@starandgarter.org)

# Job description

Purpose

- The Audit and Assurance Officer will play a crucial role in ensuring that our Solihull Home operates in compliance with internal policies, regulatory requirements, and best practices. This position is responsible for conducting audits, assessing risks, and implementing measures to enhance the effectiveness and efficiency of our operations. The Audit and Assurance Officer will work closely with various departments to promote a culture of continuous improvement and accountability.

## 1. Audit oversight and analysis:

- Develop and implement a comprehensive audit plan to evaluate the adequacy and effectiveness within the Home.
- Conduct regular and ad-hoc audits of clinical and operational processes and systems.
- Prepare detailed audit reports with findings, recommendations, and action plans.
- Analyse operational data to identify trends, anomalies, and areas for improvement.
- Utilise data analytics tools to enhance audit effectiveness and provide valuable insights to management.

## 2. Risk Management:

- Identify potential risks and assess the impact on the Home's operations.
- Develop and recommend risk mitigation strategies.
- Monitor the implementation of risk management measures and report on their effectiveness.

## 3. Compliance Monitoring:

- Ensure compliance with internal policies, statutory regulations, and industry standards.
- Oversight of our compliance platform, audits and reports
- Conduct regular reviews to ensure adherence to safeguarding procedures, health and safety regulations, and care quality standards.
- Stay updated on changes in relevant laws and regulations and communicate their impact to the management team.

## 4. Internal Controls and Process Improvement:

- Evaluate the effectiveness of existing internal controls and recommend improvements.
- Work with departments to implement and monitor internal control procedures.
- Promote best practices and operational efficiencies through process improvement initiatives.

## 5. Reporting and Communication:

- Prepare clear and concise audit reports and present findings to the Exec who will share with relevant committees and the Board where necessary.
- Maintain open and effective communication with all departments to foster collaboration and accountability.
- Provide training and support to staff on compliance and internal control matters.

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 [solihull.jobs@starandgarter.org](mailto:solihull.jobs@starandgarter.org)

# Job description - continued

## General Responsibilities:

1. Undertake other duties consistent with the nature of the post as determined by line manager.
2. Promote the interests and reputation of [Care Home Name] and ensure the culture and ethos of the organisation are maintained, nurtured, and supported.
3. Promote and maintain a safe environment by complying with the Home's Health & Safety Policy, security procedures, and guidelines for moving and handling residents.
4. Actively promote equality of opportunity in all day-to-day activities.
5. Maintain a high degree of confidentiality, meeting exacting standards at all times, whether in or outside work.

## Person specification

### Qualifications and Experience:

- Qualification in accounting, finance, business administration, or related field.
- Experience in audit, assurance, risk management, or a related field.
- Experience in the healthcare or not-for-profit sector is highly desirable.
- Strong understanding of internal control frameworks, risk management principles, and regulatory compliance requirements.
- Excellent analytical, problem-solving, and decision-making skills.
- Strong communication and interpersonal skills, with the ability to engage effectively with staff at all levels.
- Proficiency in audit software, data analytics tools, and Microsoft Office Suite.

### Essential behaviours / characteristics:

- High ethical standards and integrity.
- Detail-oriented with a strong commitment to accuracy.
- Ability to work independently and as part of a team.
- Strong organisational skills with the ability to manage multiple priorities.
- Commitment to continuous learning and professional development.

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[Solihulljobs@starandgarter.org](mailto:Solihulljobs@starandgarter.org)

# Person specification



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## 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

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- Salary of £28,000 per annum
- 37.5 hours per week, Monday to Friday
- Equivalent of 28 days holiday including 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)
- 10 weeks 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

# 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 & mission

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**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

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We provide loving, compassionate care to veterans and their partners who live with disability or dementia. Our Homes in Solihull, Surbiton and High Wycombe offer specialist residential long and short break care. In addition we are developing a range of services to help us reach the wider military community including Lunch Clubs, Day Care and a Telephone Friendship Service.

# 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  
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 ☆

