



**Royal Star  
& Garter**

Care with courage



# Housekeeper - High Wycombe

Candidate information pack





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## The role at a glance

Title: Housekeeper

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

Reports to: Lead Housekeeper

Hours: 37.5 per week

Salary: £22,816 per annum  
Contract: Permanent

More information:  
[lucy.gibbons@starandgarter.org](mailto:lucy.gibbons@starandgarter.org)



# 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 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 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 strive to live our values in everything we do and we want the people who join us to do the same. We are committed to investing in our staff – in skills, behaviours and well-being. 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.

Reggie Ballos  
Home Manager

# 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

- 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.
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- To ensure the highest standards of cleanliness are met, complying with infection control standards throughout the Home.
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- 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.
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- 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.
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- Attend and actively participate in Team meetings as required.

## 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 [lucy.gibbons@starandgarter.org](mailto:lucy.gibbons@starandgarter.org)

# Person specification



## Essential experience

- 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
- Previous experience of Housekeeping

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## Desirable experience

- Previous experience of working in a similar setting or working with older people
- Basic IT skills including use of email



## Mandatory requirement

In line with the amendment to the Care Act the successful candidate must be Covid-19 double vaccinated

## 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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- £22,816 per annum
- 37.5 hours per week across a 5 day working week to include Saturday & Sunday every other weekend
- 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)
- 2 months full occupational sick pay, 1 month half pay before statutory sick pay
- Learning and Development – fully funded opportunities to support you in your role

# About us



## Our mission

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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 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 care for veterans and their partners who live with disability or dementia in three state-of-the-art Homes, ensuring they are respected as individuals. We meet their needs in an appropriate, personalised and compassionate way and this is supported by highly skilled and motivated staff. We constantly evolve our services and innovate our care to meet present and future need and this now includes younger veterans, a day care service and plans for an outreach project later this year.



# About us

## Our future

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Today, we run three Homes where we deliver an unparalleled level of specialist nursing care for veterans and their partners, including award-winning dementia care. We are developing our services to provide day care across all three Homes, an outreach service and care for younger veterans.

## 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 partners and we are ideally placed to provide training. Our Homes offer military nursing student training and placements to Nursing Associate Trainees as part of an NHS pilot scheme.



# 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.



# High Wycombe

Our High Wycombe Home is our newest and has been designed for the comfort and well-being 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.



# 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' well-being in mind.

