



**Royal Star  
& Garter**

Care with courage



# Hospitality Services Manager - Surbiton

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 2019 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 someone passionate and motivated to join our Management Team. My ideal candidate will be someone who strives for excellence and the provision of a quality service. Taking pride in the environment is key to the functioning of the Home, from our exceptional dining experiences to our built environment, our Hospitality Manager oversees all non-clinical areas of our home. You'll be responsible for overseeing food & beverage service, housekeeping, front of house (Reception) and engineering, to ensure everyone who lives in and visits our home has the best possible experience.

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. 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.

Helena Maher  
Home Manager

## The role at a glance

Title: Hospitality Service Manager

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

Reports to: Home Manager

Hours: 37.5 per week

Salary: £43,504

Contract: Permanent

More information:  
[Helena.Maher@starandgarter.org](mailto:Helena.Maher@starandgarter.org)

# Job description

**Purpose**

To pro-actively lead and manage the Hospitality Services in the home (all non-clinical services). Accountable for the environment, engineering, laundry, housekeeping, administration, catering (including the dining experience) and local IT (in liaison with the relevant professional teams)

- Key responsibilities**
- Lead and effectively manage all non-clinical services.
  - Responsible for all non-clinical compliance and quality activities ensuring that the charity remains compliant with legislation.
  - Act as a visible, pro-active, collaborative member of the Senior Leadership Team to develop and deliver an outstanding care experience with particular responsibility for supporting the creation of a culture of cost consciousness.
  - Deliver an outstanding service to support the home pursue / maintain an 'outstanding' rating by the Care Quality Commission.
  - Accountable for the monitoring and reporting of all Key Performance Indicators addressing negative changes promptly and escalating as necessary.
  - Pro-actively identify and take responsibility for the resolution of issues before they impact on the quality of care and service.
  - Manage the coaches / minibuses including control of the fuel costs (via fuel cards)
  - Manage the teams associated with Hospitality Services including but not limited to:
    - Setting objectives
    - Holding regular supervision sessions (every 4-6 weeks)
    - Undertaking appraisal twice a year
    - Producing all necessary documentation
    - Proactively managing staff performance to address performance concerns
  - Role modelling the behaviours expected of a senior leader.
  - Engaging with all necessary training including Dementia training.
  - Any other duties that may be reasonably required in line with your role as requested

## 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

[Lindsay.Campbell@starandgarter.org](mailto:Lindsay.Campbell@starandgarter.org)

by 23.59 on 7 November 2021

# Person specification

## Essential behaviours / characteristics

- Self-motivated, pro-active, punctual, reliable and able to maintain confidentiality
- Able to show initiative in developing the role
- Able to manage a varied workload making sound decisions regarding prioritisation of tasks
- Able to build positive relationships as a line manager, sub-ordinate and colleagues
- Cost conscious and able to demonstrate what this looks and feels like
- Committed to continuing professional development

## Essential experience

- Track record of excellent customer service provision and able to demonstrate what this looks, feels and sounds like
- Exceptional organisation, planning and administration skills
- Financially astute and experienced at budget setting and financial management
- IT literacy with standard MS Office packages

## Desirable experience

- Organising high profile events
- Understanding of the legal obligations of charities and/or small employers



# Mandatory requirement



## We must comply with Covid-19 regulations

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To ensure we comply with the Health and Social Care Act 2008 (Regulated Activities) (Amendment) (Coronavirus) Regulations 2021 ("The Regulations"), you will need to be fully vaccinated against Covid-19 unless clinically exempt.

Please do not apply if you do not think you can meet this requirement.

If you are successful you will be required to provide evidence of your vaccination or clinical exemption. If you are unable to any offer will be withdrawn.

# Offer



## Although we are a charity we offer a generous package

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- Salary of £43,504 per annum
- Annual pay increases
- 37.5 hours per week
- Occasional evening and weekend working by agreement
- Equivalent of 25 days holiday per annum plus bank holidays (pro-rata for part-time)
- Part-time and job share applicants will be considered
- 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
- 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

## 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.

# 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.

