



**Royal Star
& Garter**

Care with courage



Hospitality Assistant

Candidate information pack





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Welcome to Royal Star & Garter

Thank you for your interest in Royal Star & Garter.

We are looking for a positive, caring and confident individual, that will be hands on for our front of house role in Guest services. The ideal candidate will be able to assist all visitors and residents in the home, ensuring everyone feels supported. You will be able to follow your own initiative to deal with any queries in a professional and emphatic manner. The ideal candidate will be computer literate, organised and creative, being able to manage day to day administrative tasks and provide financial and health and safety support to the home.

We follow our values in everything we do, to provide the best service for our residents and their families. We are committed to investing in our staff by providing a comprehensive training package to empower our staff and allow for continued professional development. We are looking for people who are committed to providing the best possible care for our veteran residents, who will work as team and enjoy taking part in fun interactions with our residents. If this sounds like you, please send your application to us. We look forward to hearing from you.

Katie McCauley
Home Manager

The role at a glance

Title: Hospitality Assistant

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

Reports to: Operations Lead

Hours: 25 per week, part time (will
consider job share)

Annual salary: £17,264
Hourly rate: £13.28

Contract: Permanent

More information:
solihull.jobs@starandgarter.org

Job description

Purpose

- Guest Services are the first point of contact for residents, visitors, and staff at the Home. This role requires a welcoming, professional, and compassionate individual who ensures that everyone who enters the Home/s feels comfortable and supported. You will be responsible for managing reception duties, providing excellent customer service, and supporting the overall smooth operation of the Home.

1. Front desk management:

- Greet residents, visitors, and staff warmly and professionally.
- Manage the reception area, ensuring it is tidy, welcoming, and well-presented at all times.
- Handle incoming calls, emails, and enquiries, directing them appropriately.
- Manage the digital visitor sign-in and sign-out process, adhering to security and safety protocols.

2. Customer service:

- Provide information and assistance to residents, families, and visitors regarding the Home's services and facilities.
- Address and resolve any queries or concerns in a professional and empathetic manner.
- Assist residents with booking appointments, transportation, and other concierge services as needed.

3. Administrative and financial support:

- Assist with administrative tasks, including data entry, filing, and maintaining records.
- Support the Deputy Manager with the management and coordination of resident safe custody, petty cash and in home cash handling
- To support the catering team with meal bookings and payments for meals (staff and visitors).
- Coordinate deliveries, mail, and other incoming correspondence.
- Support with ad-hoc tasks, such as preparing documents or organising events.

4. Safety and security:

- Monitor the Home's entrance, ensuring only authorised personnel enter the premises.
- Respond to emergency situations calmly and efficiently, following the care home's safety protocols.
- Ensure compliance with health and safety regulations at all times.

5. Resident interaction:

- Build positive relationships with residents, providing a friendly and approachable presence.
- Support residents with queries or issues, ensuring they feel heard and valued.
- Assist with organising social activities and events to enhance the residents' experience.

Undertake any other duties as required, consistent with the nature of the role as determined by your manager.

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

Key responsibilities

Person specification



Essential behaviours / characteristics

- Warm and professional attitude
- Patient and empathetic with a focus on the individual
- Excellent communication skills
- Flexible and adaptable
- Strong collaboration skills and willingness to work with colleagues
- Good problem-solving skills

Essential experience

- Previous experience in a concierge, reception, or front-of-house role, preferably in a healthcare, care or hospitality environment.
- Excellent communication and interpersonal skills.
- Strong organisational skills with the ability to multitask.
- Professional, friendly, and compassionate demeanour.
- Ability to work under pressure and handle challenging situations with tact and patience.
- Ability to work as part of a team or autonomously
- Basic IT skills, including proficiency in Microsoft Office (Word, Excel, Outlook).
- Knowledge of health and safety procedures is desirable.



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 of £17,264 per annum
- 25 hours per week, Monday to Friday (will consider job share)
- 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)
- Two 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

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

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

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.



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.



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.

