



**Royal Star  
& Garter**

Care with courage



# Housekeeper (Bank)- High Wycombe

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 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

## The role at a glance

Title: Housekeeper (Bank)

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

Reports to: Lead Housekeeper

Hours: Casual

Salary: £13.23 per hour

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



# Job description

## Purpose

- To be responsible for the day to day upkeep and cleanliness of specific areas within the Home, ensuring the delivery of high quality cleaning under the direction of the Lead Nurse or Registered Nurse on duty
- To ensure whilst carrying out the role, that at all times residents are treated with respect and dignity and that individual's rights to privacy, independence and choice are met

## 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.
- To ensure the highest standards of cleanliness are met, complying with infection control standards throughout the Home
- To carry out laundry duties to a high standard as set out in the schedule using the high tech laundry system (where full training will be given)
- To adhere to the cleaning schedules and method statements, ensuring the correct and safe use of equipment and chemicals. Always follow manufacturer's instructions and adhere to regulations
- To maintain and requisition cleaning materials in order to deliver cleaning service
- To use all mechanical equipment in a correct and safe manner. To report any defective equipment to the Manager and to take it out of service immediately, ensuring that it is clearly labelled as "OUT OF ORDER"
- To display 'wet floor' warnings signs, as appropriate and remove once the floor is dry
- To always follow the Home's policies and procedures with regards to cleaning for example correct colour coding for equipment and rubbish bags and clinical waste
- To dispose of domestic waste correctly and safely
- To adhere to the operational policy regarding the wearing of jewellery and to always wear the uniform and other protective clothing provided
- To, at all times, maintain high standards of personal hygiene
- To ensure security of the premises is maintained at all times: combination codes or keys must not be given out to anyone without management permission
- To understand that staff may be requested to work in any appropriate area within the department
- To adhere to and work within the Food Safety (General Food Hygiene) Regulations 1995
- To report accidents /incidents and any health and safety issues or concerns to the Registered Nurse and complete relevant paperwork.
- To assist with induction and provide support to new members of staff where required
- With regard to yourself, to take responsibility together with your manager for your own development and ensure you maintain an up to date knowledge of all areas relevant to your role
- To attend training courses appropriate to the post

## 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 [andy.kinghorn@starandgarter.org](mailto:andy.kinghorn@starandgarter.org)



# Person specification



## Essential experience

- Able to work unsupervised and as part of a team
- Honest, reliable and responsible
- Hardworking and consistent in their work
- Good timekeeping
- Hygienic and have an awareness of Health & Safety regulations
- Methodical, demonstrating accurate measuring of cleaning materials
- Able to follow instructions
- Able to demonstrate good communication skills
- Be physically able to carry out the requirements of the role
- Show total commitment to excellent customer service and satisfaction

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## Desirable experience

- Previous experience in a similar role
- An interest in working with older people and an understanding of their needs



## Our values



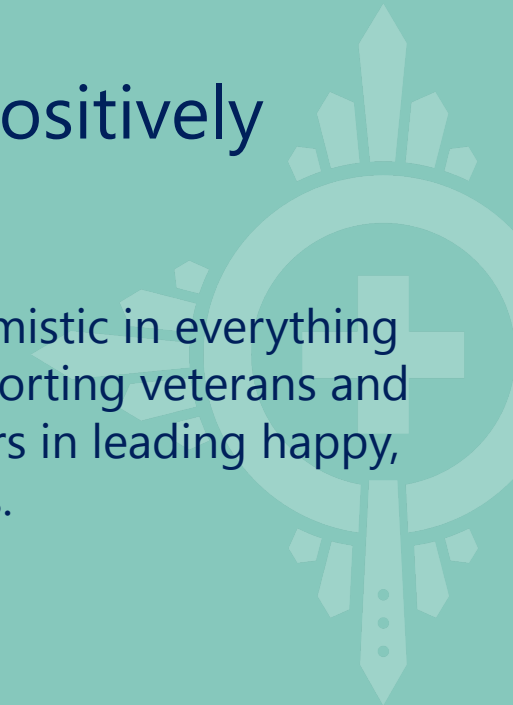
## With love

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.

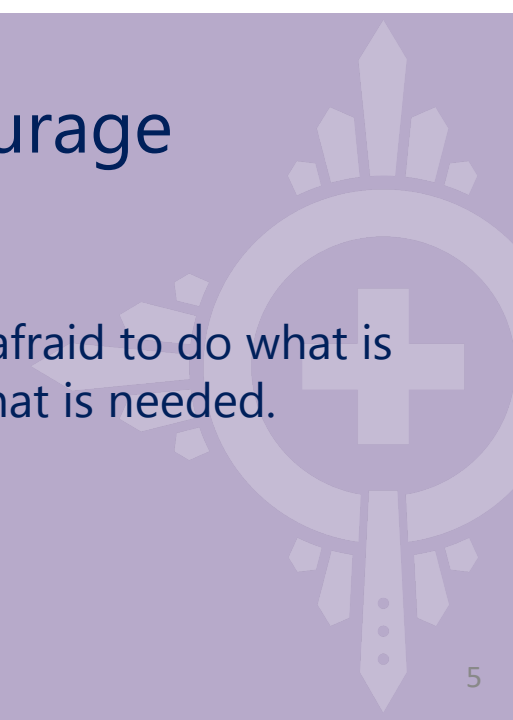
## Standing in their shoes

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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- £13.23 per hour
- 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)
- 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.

