



**Royal Star
& Garter**

Care with courage



Housekeeper - Solihull

Candidate information pack





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Welcome to Royal Star & Garter

Thank you for your interest in Royal Star & Garter.

I am looking for someone really special to join our Care Team. My ideal candidate will be someone passionate about providing high quality care to the amazing veterans that we support. It is a role that will suit an individual who is driven and motivated, with the courage to go the extra mile for the residents.

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.

Katie McCauley
Home Manager

The role at a glance

Title: Housekeeper

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

Reports to: Operations Lead

Hours: 30 per week, full time

Hourly rate: £12.60 per hour
Salary: £19,656 per annum

Contract: Permanent

More information:
solihull.jobs@starandgarter.org

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.
- To ensure the highest standards of cleanliness are met, complying with infection control standards throughout the Home.
- 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.
- 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.
- 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 solihull.jobs@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
- IT skills

Desirable experience

Previous experience of working in a similar setting or working with older people



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

- £12.60 per hour
- 30 hours per week with weekend availability required
- Over time paid at time-and-a-quarter
- Equivalent of 28 days holiday including bank holidays
- 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 mission

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

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

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

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

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.

Inspected and rated

Good



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 ☆

