



**Royal Star  
& Garter**

Care with courage



# Sustainability Engineering Lead

Candidate information pack





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# Welcome to Royal Star & Garter

Thank you for your interest in Royal Star & Garter. I am delighted to share details of our exciting opportunity to work with veterans and our team. Staff in our three Homes are nothing short of exceptional in the care they deliver while our teams in Central Services provide unrivalled support.

We are looking for someone really special to join us as our Sustainability Engineering Lead, to inform and lead us on our journey to Net Zero. The focus of this role is to create the vision, identify the solutions, communicate, educate and lead the organisational teams to modify our environments and processes to achieve Net Zero whilst ensuring that our exceptional care and services continue to be provided.

Our values are really important to us and we strive to live our values in everything we do and we want the people who join us to do the same. The behaviours and qualities we are looking for are detailed on page 5.

We are committed to investing in our staff – in skills, behaviours and wellbeing. We offer comprehensive induction and training for our staff and are developing our informal learning approach and wellbeing support.

We are looking for someone who is passionate about our values, someone with positive energy and dedication who wants to work as part of a fabulous team and really make a difference. If this is you then I look forward to receiving your application.

Martin Goldman  
Director of Operations

## The role at a glance

Title: **Sustainability Engineering Lead**

Location: Flexible to suit, weekly visits to each location

Reports to: Director of Operations

Hours: 37.5 per week

Some evening / weekend working will be required

Salary: £45,000

Depending on experience and qualifications

Contract: Permanent

More information:

[Martin.Goldman@starandgarter.org](mailto:Martin.Goldman@starandgarter.org)

# Job description



## Purpose

- To take ownership and lead the journey for the charity to reach & maintain Net Zero.
- To provide leadership and support to the in-house engineering team at each of our locations, in order that our residents' environments and the services we provide are of the highest possible quality.
- To manage the day-to-day operational contracts with our service partners to ensure they deliver best-in-class and provide a compliant, safe and beneficial service to our residents.

## Key responsibilities

- Management of contracts / contractors to support and maintain the equipment and environment that form part of the operational environment, releasing our nurses and care staff to care for our residents.
- Ensuring that each location is compliant with statutory obligations applicable to our activities.
- Supporting the Director of Operations in delivering outstanding services and environments to our residents / staff and the wider organisation.
- This is a front-line role therefore there is an expectation of at least one day per week attendance at each of our locations.



# Our Net Zero Policy



- There is strong consensus within the scientific community that climate change is occurring and is caused by human activity. We will take all reasonable steps to reduce our own carbon emissions, so the charity is net carbon zero by the year 2030. This makes sense environmentally, ethically and economically.
- Net carbon zero is defined as when the amount of carbon emissions associated with our internal operations, buildings and direct suppliers is zero or negative on an annual basis. This will be achieved through positive action to reduce use of resources, and, where necessary, off-setting initiatives.
- We will ensure that we operate within all environmental, legal and other requirements in line with UK law and best practice.
- We will balance this environmental commitment with our primary focus of supporting our beneficiaries.
- Environmental commitments will be an integral part of our day-to-day operations. We will seek ways to continually improve our environmental performance and operate in a responsible manner including reducing waste and making reductions in our carbon emissions from heat, power and travel.
- Environmental, social and governance commitments will form a key component of our financial and investment management strategy. We will take all reasonable steps to ensure we use our resources responsibly and in line with best practice.
- Any buildings we develop in the future will embrace best practice in limiting their impact on the environment; and we will seek to make improvements in our existing buildings.
- We will deliver this policy by following the international structure of ISO 14001 certification in environmental management systems (or equivalent).

# Person specification



## Essential behaviours / characteristics

- Being respectful of others, their knowledge, experience and capabilities (Standing in their shoes)
- Resilience to find ways that achieve progress through incremental change to achieve our organisational shared goals. (Care with Courage)
- Confident, understanding and engaging with your peers and equals. (Living positively)
- Customer / Quality Focus in delivering services to our residents and staff. (As a family)
- Be responsible and accountable for yours and your teams decisions. (As a family)
- Personable and Professional appearance at all times.

## Essential experience:

- Skilled Mechanical or Electro-mechanical background.
- Qualified to at least level 5 in a relevant subject
- Demonstratable knowledge of the principles of net zero & sustainability
- Experience of delivering a sustainable environment
- Managing the provision of frontline services across a multi-location organisation
- Day to day operational management experience of ensuring a clean, safe, high quality, 24/7 living environment.
- Provision of excellent service levels to a returning/captive clientele.
- Management & control of a significant operational budget .



## Desirable experience:

- Practical capital project management skills
- Demonstrable experience of managing workplace risks.
- The management of contractors and sub-contractors.
- Responsibility for the specification and procurement of supply contracts.

# How to apply



To apply please send your CV and a covering letter of no more than two sides outlining how you meet the person specification and your key experience(s) in relation to the job specification to:

[Huw@castle-employment.co.uk](mailto:Huw@castle-employment.co.uk)

Shortlisted candidates will be expected to attend two interviews most likely.

If you would like more information please email Martin Goldman, Director of Operations

[martin.goldman@starandgarter.org](mailto:martin.goldman@starandgarter.org)

You can find more information about the Homes at: [www.starandgarter/work-for-us](http://www.starandgarter/work-for-us)

## 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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- Salary up to £45,000 per annum depending on experience and qualifications
- 37.5 hours per week, Monday to Friday, some evening and weekend working will be required
- Employer Pension Contribution of 7.5% with matching Employee contribution of 5%
- 25 days holiday per annum plus bank holidays (pro-rata for part-time)
- 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
- Additional annual leave for Military Reserves and Cadet Forces Adult Volunteers



# 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.



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.

