



**Royal Star
& Garter**

Care with courage



Weekend Receptionist- 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, I have been amazed and humbled by the passion and dedication of every member of staff. It is this that led us to be awarded as an outstanding Home rating by the CQC. 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 really special to join us as a Weekend Receptionist. My ideal candidate will be someone confident in supporting management and the Home Administrator. It is a role that will suit someone who is driven, motivated, conscientious and able to work independently.

We strive to live our values in everything we do, and we want the people who join us to do the same. Having the right person join our team is important.

We are committed to investing in our staff – in skills, behaviours and wellbeing. We are looking for someone who can provide an excellent reception and front of house service and the ability to understand of the needs of older people and the importance of a “person centred” approach. If this is you then I look forward to receiving your application.

Reggie Ballos
Home Manager.

The role at a glance

Title: **Weekend Receptionist**

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

Reports to: Hospitality Services Manager

Hours: Shift times Saturday and Sunday 9am
to 4pm

Rate of pay: £14.24 per hour

Contract: Permanent

More information:
hw.enquiries@starandgarter.org

Job description

Purpose

To deliver an exceptional front of house experience (in person, telephone and email) for residents, visitors and colleagues.

Support the Home Administrator and management team as required.

Work in partnership with the wider team supporting the delivery of person-centred care.

Key responsibilities

1. Provide a professional, welcoming front of house experience to all residents, visitors and colleagues greeting all individuals, understanding and meeting their needs while ensuring our policies and procedures are followed in particular maintaining security.
2. Respond to all enquiries (in person, telephone and email) in a polite, friendly and timely manner demonstrating a willingness to help and go the extra mile.
3. Working with the Hospitality Services Manager, Housekeeping, Administration & Facilities team, to ensure that the Reception area & Residents' lounge is clean and welcoming, creating a positive first impression.
4. Provide all necessary assistance in the event of an emergency including directing ambulance / medical staff when required and taking responsibility for fire procedures for the reception area.
5. Undertake the tasks detailed on the Reception task list.
6. Support the Home Administrator and management team with administration tasks as required.
7. From time to time you maybe required to cover Receptionist shifts during the week where annual leave requires.
8. Maintain the Reception diary which includes but not limited to Home room bookings, taxi booking, private dining, hairdressing, dentists visits, etc,

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 at

Hw.enquiries@starandgarter.org

Person specification



Essential experience

- Previous Administration experience
- A genuine interest in working with older people
- A friendly disposition being both approachable and flexible
- Professional and calm at all times
- Excellent written English and verbal communication skills
- Ability to demonstrate IT skills

Essential behaviours:

You will be a proactive member of a dynamic, high-performing team, treating others with respect, kindness and understanding.

You have a strong commitment to people, particularly the elderly, and can adapt your approach to each individual.

You manage your time effectively, organising and prioritising your workload.

You will work collaboratively with people from different backgrounds and with different perspectives than your own, building positive and effective relationships.

You model professional conduct, remaining calm, always showing determination and commitment.

You reflect on your practice: identifying your own strengths and



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 £9,626 based on average 13 hours pw (£14.24 per hour)
- Over time paid at time-and-a-quarter
- Equivalent of 25 days holiday per annum plus bank holidays
- Employer Pension Contribution of 7.5% with matching Employee contribution of 5%
- Learning and Development – fully funded opportunities to support you in your role
- Life insurance of 3 x salary (until age 70)
- 2 months full occupational sick pay, 1 month half pay before statutory sick pay

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

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 ☆

