



**Royal Star  
& Garter**

Care with courage



# Home Manager - Solihull

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 the Home Manager to lead this fabulous team. After achieving Outstanding in all 5 CQC areas in January 2020 this is a really special place to work. The focus of this role is to lead the Home and the team in further developing the exceptional care and services provided. The detail of the role is provided on pages 3 and 4.

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.

Shirley Hall  
Director of Care & Wellbeing

## The role at a glance

Title: **Home Manager**

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

Reports to: Director of Care and  
Wellbeing

Hours: 35 per week  
Some evening / weekend working will be required

Salary: £65,000-£70,000  
Depending on experience and qualifications

Contract: Permanent

More information:  
[Shirley.Hall@starandgarter.org](mailto:Shirley.Hall@starandgarter.org)



# Job description



## Purpose

- To provide effective leadership and management to the Home, ensuring the highest possible standard of care is delivered and optimum resident occupancy
- To provide effective management and development of the team
- To manage the budget for the Home effectively

## Key responsibilities

### Leadership

As the Home Manager, your leadership and management skills will be instrumental in creating a supportive and enriching environment for residents, staff, and families, ensuring that the Home operates effectively and meets the needs of all stakeholders. Including:

- Team leadership – to lead, motivate, and inspire a diverse team of care professionals, including nurses, carers, and administrative staff, to deliver compassionate and high-quality care to residents.
- Operational – to develop and implement plans to meet the needs of residents, maintain regulatory compliance, and achieve business objectives while promoting a culture of continuous improvement.
- Deliver on key areas from the annual business plan, reporting on successes.
- Staff development - providing guidance, training, and development opportunities to staff members to enhance their skills, knowledge, and job satisfaction.

### Management

- Resource, recruit and retain a compassionate and skilled team who possess the relevant attitude, skills, experience and who are committed to delivering care with a person-centred approach.
- Foster positive relationships with residents and their families, gaining feedback, addressing concerns, and ensuring their needs and preferences are met with sensitivity and respect.
- Effectively manage the staff team including managing skill mix, ensuring objectives are set, development plans are in place, supervision and appraisals are carried out and statutory training requirements are achieved managing performance using formalised processes when necessary.

# Job description



## Budget management

- Oversee budgeting, financial planning, and resource allocation to ensure efficient use of resources while maintaining quality care.
- Prepare and be accountable for an annual operating plan and budget for the Home.
- To ensure all management teams within the Home take responsibility for their financial areas and deliver according to set budgets.

## Marketing and occupancy

- Responsible for achieving optimum occupancy through the building of successful relationships with professionals and key stakeholders in the community and the effective promotion of our services.
- Work with the marketing and communication team promoting the Home to veterans and their families
- Ensure the Home maintains a veteran-friendly ethos and environment.

## Monitoring and Compliance:

- Ensure monitoring and compliance of all elements of the *Essential Standards of Quality & Safety - Social Care Act 2008*.
- Overall lead for ensuring notifications to relevant bodies such as CQC or local Safeguarding and monitoring outcomes or recommendations from these.
- Maintain quality assurance systems, including regular audits, evaluations, and feedback mechanisms, to monitor and enhance the quality of care and services provided.
- Ensure the Home operates and complies with our policies and procedures including all relevant health and safety regulations.



# Person specification



## Essential behaviours / characteristics

- Professional, discrete and well organised with self-awareness of their impact on staff, residents and relatives
- A passion for, and pride in, working with older people with a commitment to providing the highest quality care
- Compassionate, caring and person-centred
- High levels of self-awareness and emotional intelligence with a growth mindset and the desire to support this in others
- Effective mentoring and coaching skills (including mediation & conflict resolution)
- An affinity for the military community

## Essential experience

- CQC registration
- Experience in a leadership role within the healthcare or social care sector, with a track record of effectively leading teams and achieving organisational goals
- Management of a large staff team including building an effective senior management team with appropriate delegation and empowerment
- Solid understanding of care / clinical practices, regulations, and best practice in the care home sector, committed to upholding high standards of care and compliance
- Managing change including engagement with staff and external stakeholders
- Experience of setting and delivering effective budgetary management
- Problem-solving and decision-making abilities, with a proactive approach to identifying and addressing operational challenges and implementing effective solutions
- Excellent communication and interpersonal skills, able to resolve conflicts, and communicate effectively with staff, residents, families, and external stakeholders



## Desirable behaviours / characteristics

- Registered Nurse or other clinically qualified professional
- Achievement of the Registered Manager Award or relevant management qualification
- Experience of implementing new services
- Valid driving licence and access to a vehicle

# 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:

Lena Halm, People Operations Manager: [Lena.Halm@starandgarter.org](mailto:Lena.Halm@starandgarter.org) by midnight on Friday 4 April 2024.

Shortlisted candidates will be expected to attend two interviews most likely w/c 15 April and w/c 22 April.

If you would like more information please email Shirley Hall, Director of Care and Wellbeing  
[Shirley.Hall@starandgarter.org](mailto:Shirley.Hall@starandgarter.org)

You can find more information about the Home at: <https://starandgarter.org/our-homes-and-care/solihull/>

## 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 of £65,000 - 70,000 per annum depending on experience and qualifications
- 35 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.

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 ☆

