



Job Title	Ward Manager	Job Description Date	February 2026
Department/Team	Health & Wellbeing/MTI	Reports to	Deputy Matron
Context			
<p>Founded in 1682, the Royal Hospital Chelsea is a retirement community for around 300 army veterans, known as the Chelsea Pensioners, drawn from every corner of the United Kingdom. Based in the heart of London, it is a special place defined by community and service.</p> <p>We are looking for people who enjoy working with others and take pride in making a positive difference. You will lead by example and help create a welcoming, inclusive environment for everyone who lives and works here. Our values guide everything we do:</p> <ul style="list-style-type: none"> • Nurture Belonging – bringing people together through comradeship • Respect Individuals – listening carefully and responding with care • Encourage Pride – doing things well and to a high standard • Enjoy Life – sharing warmth, positivity, and the occasional smile <p>As a charity that relies on the generosity of others to support those who live here, every role at the Royal Hospital Chelsea matters. Whatever your position, you will help deliver our vision and contribute to a place people are proud to be part of.</p>			
Role Purpose			
<p>Lead and support staff to deliver high quality care, promote continuous improvement, and maintain excellent communication and interpersonal standards. Build positive relationships with Pensioners, families, and colleagues. quality care, promote continuous improvement, and maintain excellent communication and interpersonal standards. Build positive relationships with Pensioners, families, and colleagues. -quality care, promote continuous improvement, and maintain excellent communication and interpersonal standards. Build positive relationships with Pensioners, families, and colleagues.</p>			
Principal Accountabilities			
<p>Clinical Leadership & Delivery of Care</p> <ul style="list-style-type: none"> • Take operational responsibility for nursing care during your hours of duty and demonstrate effective clinical leadership. • Ensure all allocated care plans are completed comprehensively and maintained in line with professional standards. • Monitor new admissions, ensuring timely assessment and documentation. • Support nurses in recognising signs of deterioration and initiating appropriate end of life (EoL) pathways.-of-life (• Oversee and coordinate compassionate, person-centred end of life care in accordance with best practice frameworks.-centred end-of-life care in accordance with best-practice frameworks. • Maintain professional knowledge and competence in line with NMC Standards. 			



Medication Management

- Oversee and delegate the ordering, receipt, storage, administration, and disposal of medication in line with NMC Medicines Management Standards and RHC Medication Policy.

Pensioner & Family Engagement

- Act as a key point of contact for Pensioners and their families.
- Manage and resolve concerns/complaints, working with the Deputy Matron where appropriate.
- Practice maximum integrity in dealings with Pensioners' personal and financial affairs.

Staff Leadership, Supervision & Development

- Lead, support, and supervise nursing and care staff, acting as a role model.
- Take an active role in the training plan for all allocated staff.
- Assist with induction and training of new staff, completing and documenting quarterly supervisions.
- Conduct clinical supervisions and competency assessments.
- Participate in the full recruitment cycle and support workforce planning.
- Contribute to onboarding to ensure new staff understand standards, procedures, and pensioner needs.
- Participate in the RHC appraisal process, setting objectives and supporting development plans.

Workforce & Rota Management

- Maintain the ward duty rota, ensuring compliance with off duty and annual leave policies. –duty and annual leave policies.
- Ensure safe staffing levels and appropriate use of agency, bank staff, and overtime.
- Actively engage in the duty Matron on call rota.–call rota.

Governance, Audit & Quality Improvement

- Collate statistical data and produce reports for HWOC to capture performance and clinical governance.
- Conduct or oversee clinical audits and produce action plans for quality improvement.
- Participate in continuous improvement of clinical governance and attend relevant meetings.
- Share lessons learned across the Infirmary.
- Lead reflective practice sessions following incidents/accidents/end of life cases to support learning and team development.–of-life cases to support learning and team development.

Safety, Safeguarding & Compliance

- Take immediate action regarding concerns about staff behaviour or other unprofessional conduct.
- Take accountability for incident reporting and timely investigation of clinical incidents.
- Lead or support investigations into staff conduct, performance, or practice concerns in line with HR and organisational procedures.
- Lead on Safeguarding Vulnerable Adults and Children in the ward area.
- Ensure full adherence to the Mental Capacity Act and Deprivation of Liberty Safeguards.



Multidisciplinary Teamwork & Professional Conduct–Disciplinary Teamwork & Professional Conduct

- Work professionally with all members of the multidisciplinary team.
- Demonstrate integrity, professionalism, and alignment with organisational values at all times.
- Complete all mandatory training and track compliance for direct reports.

Leadership expectations

The role holder is expected to:

- Work within scope of practice and maintain professional boundaries.
- Act as a positive role model.
- Lead and support the team daily.
- Promote governance, assurance, and continuous improvement.

Skills, Knowledge and Experience

Essential Skills

- Ability to build effective working relationships across the Royal Hospital Chelsea and within multidisciplinary teams.
- Strong leadership skills with the ability to motivate, support, and guide a team.
- Effective planning, prioritisation, and organisational abilities.
- Commitment to promoting diversity and demonstrating dignity and respect toward all staff and Pensioners.
- Clear and effective communication skills, both written and verbal, with the ability to adapt language and style to the audience.
- Strong clinical knowledge relevant to older persons' care, including the ability to implement and maintain care plans and risk assessments in line with professional guidance.
- Understanding of the Care Quality Commission's Fundamental Standards and the responsibilities required to maintain compliance.

Desirable Skills

- Further education in leadership or management.

Knowledge and Experience

- Knowledge of needs and rights of older people and an understanding of good care principles and the CQC fundamental standards
- Genuine interest in, and experience of working with the elderly.

Competences



- Have a logical approach to work, evaluating and prioritising situations carefully and thinking ahead to anticipate problems and deal with them effectively.
- Leads by example and has high expectations of others and what they can achieve; recognises and acknowledges the strengths of people in their team and shares their own knowledge and skills in order to develop them further.
- Work in a collaborative and cooperative manner building positive and effective relationships at all levels.

Qualifications

- Hold a valid Adult RGN NMC PIN
- Can evidence revalidation and continuing professional development goals
- Leadership and Management training within the clinical setting

All RHC employees are expected to be flexible in undertaking the duties and responsibilities for their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility.