



Job Title	Deputy Matron	Job Description Date	July 2026
Department/Team	Health & Wellbeing	Reports to	Registered Manager
Context			
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. 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: • 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 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.			
Role Purpose:			
This post supports the Registered Manager of the care services both within the Margaret Thatcher Infirmary and the Domiciliary care service.			
Principal Accountabilities: 8-10 outcomes			
1. Provide visible leadership to all clinical teams, 2. Support Ward Manager and Clinical Leads managing staffing levels effectively and safely, 3. Actively engage with Clinical Governance, Training and Quality Assurance teams for effective clinical compliance management across all clinical areas, 4. Investigate clinical incidents and share lessons learned across all clinical services, 5. Support Clinical and Training Leads to deliver effective and timely clinical supervisions to staff, 6. Support Senior Team and, when required, carry out personal performance improvement plans followed up by timely progress monitoring, 7. Manage and participate in the Duty Matron's on-call rota, 8. Act as a Safeguarding Lead for the CQC registered care services, 9. Actively participate in pre-arranged Family Days and build rapport with the RHC Community and Pensioners' families, 10. Actively engage with internal and external stakeholders and volunteers, 11. Apply solution focused approach to problem solving, 12. Actively participate in internal and external inspections and strive to maintain outstanding care provisions across all clinical areas.			



Leadership expectations

The role holder is expected to:

- Provide effective line management to the Ward Manager, Clinical Leads, Almoner and Domiciliary Care Team.
- Assure responsibility for the clinical services in the Registered Manager's absence and in support of the Nominated Individual.

Skills Knowledge and Experience

Essential Skills

- Supervisory and team leading skills
- Effective communication skills
- Ability to performance manage or engage in the disciplinary process
- Self-motivation and resilience
- Understand regulatory requirements

Knowledge and Experience

- In depth understanding of fundamentals of elderly care, top risks and implications,
- Knowledge and understanding of the CQC Key Lines of Enquiry (KLOEs),
- In depth understanding and experience managing clinical quality and regulatory compliance

Competences

Comply with the NMC competencies and standards

Qualifications:

- Registered Nurse (current PIN number with NMC)
- Experience in elderly care/ geriatric nursing
- Evidence of further learning and continuing professional development relating to health and social care
- ILM level 5 in Leadership and Management or working towards

Note: 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.