



**Pilkington
Family Trust**

Job Role: Shift Lead (Days)





About us

Formed in the 1920s we have a long history of providing services for retired Pilkington employees and their family members across the UK and overseas.

From our base in St Helens we support over 6,000 individuals, with our welfare and community support services focusing on supporting retired Pilkington employees and their families across the UK and beyond.

We deliver a range of social prescribing activities which provide practical and emotional support, promote health and well-being and tackle social isolation.

We offer specialist services including personalised respite care for beneficiaries and members of the community who are over 60 in our purpose-built respite facility Ruskin Lodge in St Helens. We also deliver dementia support through our Admiral Nurse programme.



There to support when needed



How we make a difference

Our impact in 2024



Delivered

18,774

hot meals



Made

2,809

befriending telephone calls
on our link up service.



Organised

27

social activities for people
living with dementia and
their carers



Organised

73

befriending telephone calls
on our link up service.



Provided

186

respite stays at Ruskin
Lodge



Delivered

8,343

frozen hot meals



Carried out

3,907

welfare visits



Our Admiral Nurse
made.

134

visits



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Mission Statement

There to SUPPORT when needed

1. To support older adults to live well, maintain their independence and stay connected within their communities.

Core Objectives

Enhance well-being through holistic support

- To provide accessible and person-centred services that support the physical, emotional, and social well-being of older people, helping improve quality of life.

Promote Independence

- To enable older individuals to maintain autonomy in their daily lives by offering tailored support services, practical assistance and accessible resources that enable safe and independent living.

Deliver high quality, innovative services

- To continually develop and implement evidence-based approaches that improve the effectiveness, reach and impact of our support for older people.

Strengthen community connections

- To foster strong community networks, partnerships, and volunteer involvement, that encourages older people to remain active and connected in their communities.

Values

Compassion

We will show KINDNESS and willingness to help.

Ownership

We will be ACCOUNTABLE for our actions.

Inclusivity

We will EMBRACE perspectives and experiences.

Excellence

Our commitment to QUALITY will set us apart.

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Job description

Role: Shift Lead (Days)

Location: Ruskin Lodge Care Home, Swinburne Road, St Helens, WA10 6AW

Hours: 36 hours - 12 hour day shifts

Reporting to: Assistant Manager

Accountable to: Registered Manager

Salary: £28,720 : £15.30 per hour

Job Purpose

The Shift Lead is responsible for overseeing the smooth running of the care home during their allocated shift. They provide leadership and guidance to care staff, ensure high standards of person-centred care, maintain compliance with regulatory requirements, and promote a safe, supportive environment for residents and staff.

Key Responsibilities

Leadership & Supervision

- Lead and coordinate the care team during shifts.
- Allocate duties and ensure appropriate staffing levels.
- Act as the senior person on duty in the absence of management.
- Conduct handovers at the beginning and end of each shift.
- Complete admissions in the absence of the Care Assessor and Assistant Manager.
- Reporting staffing or performance concerns to management.

Resident Care & Wellbeing

- Support residents with personal care tasks throughout the shift.
- Ensure care plans are followed and updated.

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- Administer medication in accordance with policies.
- Respond to emergencies and incidents appropriately.
- Promote dignity, respect, independence, and choice for all Residents.
- Monitor residents' health and wellbeing and respond to changes promptly.

Communication

- Liaise with families, healthcare professionals, and external agencies.
- Escalate concerns to senior management appropriately.
- Promote effective communication within the team.
- Maintain accurate documentation and care records.

Working Conditions

- Shift work including evenings, weekends, and bank holidays.
- On-call duties (when required).
- Physically active role including moving and handling of people and cleaning tasks.
- Participate in audits and inspections

Person Specification

Qualifications	Essential	Desirable
NVQ Level 3 in Health & Social Care (or equivalent)	E	
Willingness to work towards Level 3 (if not held)	E	
Medication Administration Training	E	
Experience		
Experience in a senior / shift lead role		D
Minimum 2 years' experience in a residential care setting	E	
Experience supporting elderly/dementia residents		D



Skills		
Ability to lead and motivate a team	E	
Good written and oral communication.	E	
Competent IT skills (care systems, email, documentation)	E	
Knowledge		
Knowledge of GDPR	E	
Understanding of person-centred care	E	
Understanding of safeguarding procedures	E	
Qualities		
Ability to identify problems and solve them		D
Ability to work under pressure and meet deadlines	E	
Positive service outlook	E	
Willingness to work flexible hours (including evenings/weekends)	E	
Values		
Demonstrates the Trust's values of: <ul style="list-style-type: none"> • Compassion • Ownership • Inclusivity • Excellence 	E E E E	



Application process

Candidates

Interested candidates are invited to submit a CV and cover letter to personnel@pilkingtonfamilytrust.com outlining their interest, suitability, and vision for the role, and how they meet the requirements of the person specification in detail by 4pm on **8th April 2026**. Interested candidates are encouraged to submit early applications as the application window may close sooner than **8th April 2026** if a suitable candidate is found. **Interviews will be held w/c 13th April 2026.**

Pilkington Family Trust is an equal opportunity employer. We are committed to ensuring a fair and equitable recruitment process for all vacancies.

Please let us know if you require any reasonable adjustments to effectively access the recruitment process. If you would like any further information about the role or application process, please contact personnel@pilkingtonfamilytrust.com

Enhanced DBS check needed.



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