



# *Business Manager*

## **at Pilgrims' Friend Society**



For more than 200 years Pilgrims' Friend Society has been helping older people to live fulfilled lives in their later years through residential care and independent living.



## *From the* **CEO,** **Stephen Hammersley**

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As people are generally living much longer than ever before, there are many new challenges and opportunities facing society. God willing, the plan for our 11 care homes and eight independent living housing schemes is that they will provide wonderful places for people to live when they need care and support. As Pilgrims' Friend Society we also want to support, enable, and equip churches' pastoral and outreach work with older people.

Pilgrims' Friend Society has been providing Christian care to older people for over 200 years, and our expertise in the issues that matter to older people is of enormous relevance and much in demand. As a result, we are planning to invest

in developing our care homes and housing schemes and are exploring ways in which we can help equip churches around our schemes in their ministries to and with older people.

We are also open to enlarging our work by acquiring or otherwise collaborating with charities who have a similar Christian calling.

We hope the information in this pack will whet your appetite, and that you will prayerfully explore whether you might have a calling to join us and help lead and deliver the work of the Society in this new phase of its development.

*Stephen Hammersley*



## *From the* **Director of Operations** **Maureen Sim**

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This is an exciting opportunity for a Business Manager to join our home as you will have the great privilege to serve our older residents and lead our mighty hospitality team.

As the Business Manager, you will have a hands-on approach where you will work alongside the Registered Care Manager to ensure that our residents are in a supportive environment whilst maintaining the Christian ethos that is so important to them.

This position is ideal if you are a compassionate person who enjoys empowering others and seeking to work for a company that strives to provide excellent service to our older people.

If you are looking for a new challenge and wanting to lead a vibrant team, then this is the role for you.

We hope you'll join us!

*Maureen Sim*



# About Pilgrims' Friend Society

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**Pilgrims' Friend Society provides residential care homes and independent living housing schemes where older people can live fulfilled lives in their later years.**

Rooted in the Christian faith, we are committed to ensuring that the physical, emotional, spiritual and mental needs of each of our family members are met. Our family members are Christians or are sympathetic to the Christian faith.

We started our work in 1807, when we were known as "The Aged Pilgrims' Friend Society."

William Wilberforce was our Vice-President for nine years before his death and so we have a tremendous history.

In those days, we didn't have 'homes' or provide care. We provided pensions and grants to older Christian people to help them overcome the grinding poverty of those days.

We built our first 'home' in Camberwell, South London in 1834 and now have 15 sites throughout the United Kingdom in England and Scotland.

The majority of our work is still in residential care homes.

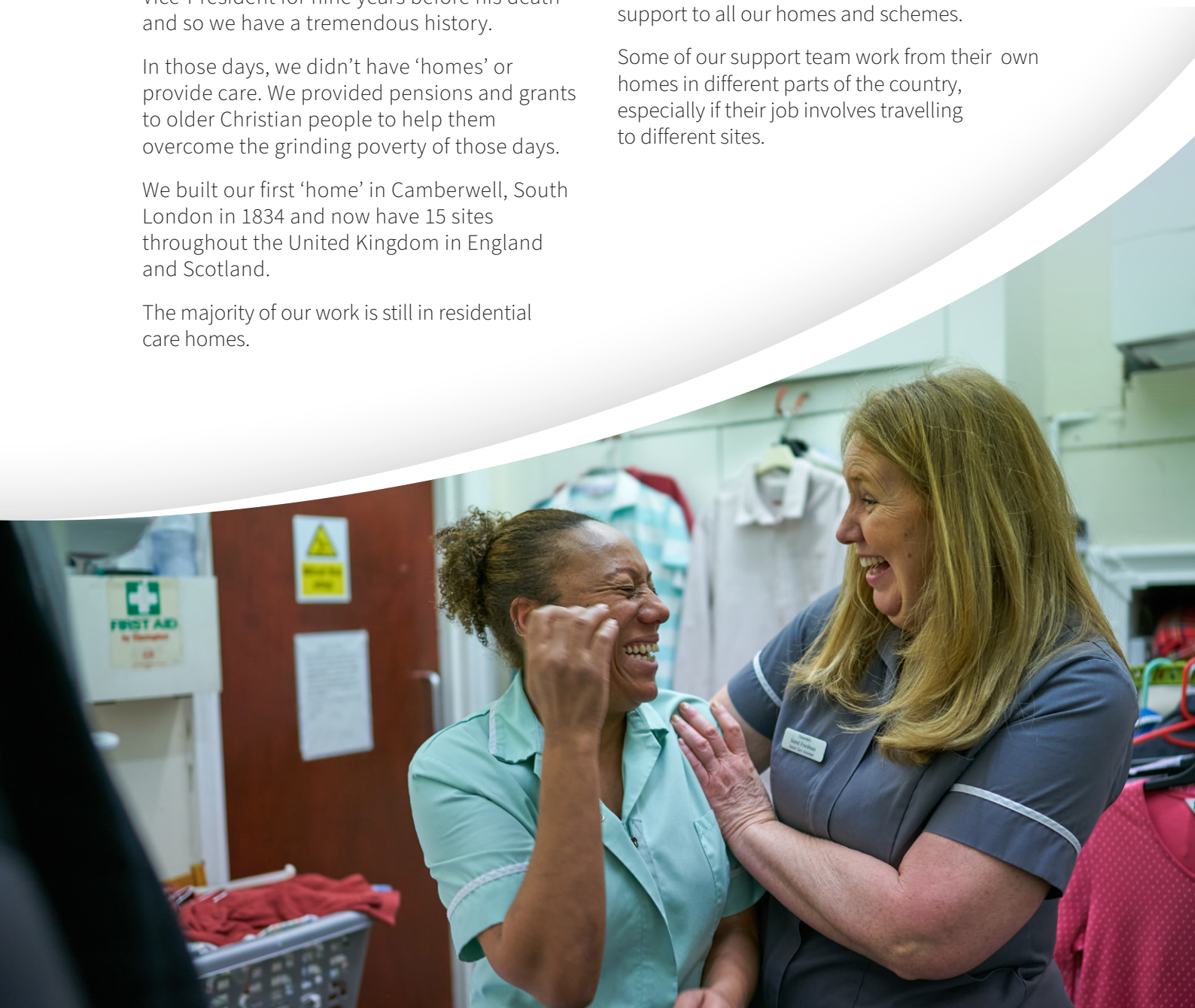
A number of these homes also have independent living accommodation on site, either in bungalows or flats.

We have four dedicated retirement living schemes and an Extra Care Housing scheme.

We also work to help equip and inspire churches that minister to older people in their communities.

Our Support Office provides administrative support to all our homes and schemes.

Some of our support team work from their own homes in different parts of the country, especially if their job involves travelling to different sites.



# Our values

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At the heart of what we do are our values – what we think is important about the way we face the world, the actions we take and the work that we do.

A shared set of values that we have developed together will shape the culture of the organisation as we work hard across so many different locations. Whether in a care home, a housing scheme, or elsewhere these values will help guide the way we connect with people, the way we respond to those in our care, and the way we plan for the future.

These four values – compassion, community, transparency, and excellence – will help us continue to deliver wonderful care and support for older people in the later years of their lives.



## Transparency

We believe that being honest and open is crucial to good work as this allows trust to be built in our communities. The Bible is clear that truthfulness is important, and that transparency helps us to flourish and do well (Ephesians 4:25 and Proverbs 28:13).



## Compassion

Compassion is at the heart of how we interact with people. Having compassion helps us treat each individual person as unique and precious, as we would want to be treated, and as the Bible says we should treat people (Ephesians 4:32 and 2 Corinthians 1:3-4).



## Community

We believe that all people are made to exist in relationship and that community is central to human flourishing. Working together in community creates a space of care, trust, and celebration, as well as generosity and sharing with others. The Bible speaks of the importance of being part of a community and we are encouraged to look outside of ourselves to the needs of others and to work together taking the interests of others to heart (1 Corinthians 12:26 and Philippians 2:3-4).



## Excellence

As we care for others, it's important that we strive for excellence in our work. This means that we do the very best we can, being committed to each task and the best outcomes for people. The Bible encourages us to work hard and do good with integrity (Colossians 3:23 and Titus 2:7).

# About the role

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The Business Manager's job is to take an active lead to support service users, by providing a loving, caring, supportive environment and maintaining the Christian ethos that is so important to them by providing a working environment where each member of staff feels that they are part of the team, with something to contribute and with the opportunity to develop their personal skills.

## Your job can be summarised under four main headings:

- a) Leading the Service Teams to provide the highest standard of service and cleanliness;
- b) Managing the administration of the home including staff;
- c) Ensure occupancy is maximized;
- d) Exercising leadership in the pastoral and spiritual life for service users and staff;

### Success criteria, in order of priority:

Achieving financial budgets for income, costs and surplus (EBITDAR);

Achieving occupancy targets;

The quality of care from the home and evidence of "Way We Care" in place (as measured by PFS surveys; Carehome.co.uk reviews; and CQC);

The morale of staff as measured by our staff engagement surveys;

The contribution made by the jobholder to the life of the home and the charity.

## Where do you fit in the team:

You are responsible to the regional Operations Manager

You are responsible for all housekeeping and maintenance staff

You have responsibility for all care staff administration in conjunction with the Registered Manager

You will have regular supervision with the PFS Operations Manager

## Duties of the Business Manager

### Staff

- Managing the development of staff in line with the Society's Personnel Policies.
- Management of all staffing issues relating to disciplinary, performance management, back-to-work interviews, grievances etc.
- Keeping all staff records up-to-date, including Holiday and Sickness records, contracts of employment and training records.
- Responsible for constructing the duty rota in liaison with the other service teams to ensure the service meets the minimal staffing levels to provide the required cover in all areas, day and night
- Submission of staff monitoring hours to the Operations Manager.
- Reporting staff hours and other information to Head Office for payment of wages.
- Taking a share of on-call cover as required with other members of the management team.
- In conjunction with Registered Manager organise training courses.

- Supervision and appraisal of service team in conjunction with Registered Manager, where applicable.
- Administering recruitment, selection and appointment procedure.

### Service Users/occupants

- Investigate complaints from service users/ occupants and/or relatives in accordance with Society policy in conjunction with Registered Manager.
- Responsibility for administering personal allowances and other cash, valuables and personal effects as required but within the Society's policy on these matters.
- You are responsible for administration of resident applications in accordance with Applications & Admission policy. To negotiate for optimum level of fees from LA, Third Party Top-ups & CHC etc (following service user initial assessment by Registered Manager) where applicable.

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- Holding relatives' meeting in conjunction with Registered Manager.

### General

- Taking responsibility for service user and staff devotions and leading devotional times as needed
- Answering telephone and dealing with all general enquiries.
- Welcoming visitors, both of service users and others and dealing with any general enquiries that may arise.
- Providing excellent customer care, ensuring that telephone calls and personal callers are dealt with in a friendly, efficient and professional manner.
- Liaising with Property Services and manage projects.
- Taking Responsibility for Health & Safety including management system and audits and relevant action plans.
- Ensuring continuity of maintenance contracts, in liaison with the Maintenance Officer and/or Property Services.
- Liaising with the relevant Operations Manager on all matters to do with internal decor/fabric.
- Controlling the home's budget, in conjunction with Head Office .This includes local purchasing etc. within budget limits.
- Maintaining and administering petty cash and keeping accurate records of transactions. Ensuring security of petty cash.
- Obtaining estimates and quotations from suppliers and contractors in liaison with the Maintenance Officer and/or Property Services where necessary.
- Ordering of supplies and handling deliveries.
- Administering receipt, authorisation and processing of supplier invoices.
- Engaging with the local community including churches, to promote the Society and enhance the quality of life for service users.
- Engaging with local support groups to maximise voluntary help and spiritual support available, including attendance at support group meetings when possible.
- Administering invoicing of fees, where required, and monitoring payments in conjunction with the Head Office team.

# About you

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## Experience

- Management or supervisory experience in a business setting.
- Relevant office experience.
- Experience of managing staff e.g. performance management, disciplinaries, etc.
- Working within/management of budgets.



## Skills and personal qualities

- Must be computer literate and familiar;
- and comfortable using Microsoft Word, Excel and Outlook;
- Able to lead, motivate and encourage staff to give of their best;
- Able to work effectively alone or as part of a team;
- Organisational skills;
- Willing & able to lead resident devotional times;
- Able to oversee administration of home;
- Able to work within budget;
- Good working relationship with superiors, colleagues and staff;
- Ability to take ownership of workload and reflect and action on what works and what doesn't work;
- Attention to detail and the ability to ensure all outputs are of the highest quality;
- Passionate about supporting vulnerable older people and making a difference to society;
- Ability and willingness to react to changes and to work at pace;
- Committed, Evangelical Christian able to provide a testimony of conversion, a minister's reference and subscribe to our Doctrinal Basis;

# Terms and conditions

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**Salary:** £43,000 to £47,000 per annum

**Hours:** 40 hours per week ("on-call" cover is required on a rotating basis to meet demands. Please get in touch for more information about working patterns. )

**Holiday entitlement:** 25 days plus bank holidays

**Pension:** Contributory pension scheme, with a minimum employee contribution of 5%. Pilgrims' Friend Society contributes 3%, (6% for people aged 55 plus). Subject to three months' postponement at start of employment.

**Other benefits:** Life Assurance, of two times salary for those in the pension scheme. Longstanding service rewards, Birthday rewards, Perkbox rewards, EAP, Care Friends app

**Location:** Koinonia Christian Care Home, Winchester Road, Worthing BN11 4DJ

## Occupational Requirement (OR)

As a result of our Christian ethos, this post is covered by an Occupational Requirement (OR) under Part 1 of Schedule 9 to the Equality Act 2010. The successful applicant will be expected to be a practising Christian and to clearly demonstrate:

- a personal commitment to the mission, principles, values and practices contained in our Mission Statement.
- Active membership of local church congregation.
- An understanding of the faith aspects of the work of Christian charities, including the preparedness to pray with colleagues and clients, where appropriate



# Recruitment process

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If you would like to apply for this exciting role, please send the following to Camilla at **[camilla.fitsum@pilgrimsfriend.org.uk](mailto:camilla.fitsum@pilgrimsfriend.org.uk)**:

- a full CV outlining your career history to date. Please include details of your latest remuneration and benefits.
- a covering letter, of no more than two pages in total, outlining how you meet the criteria set out in the person specification and your reasons for applying.

**All applications will be considered immediately** after the closing date and candidates informed if they have been shortlisted for first interview

**First stage interviews** will be conducted by Zoom

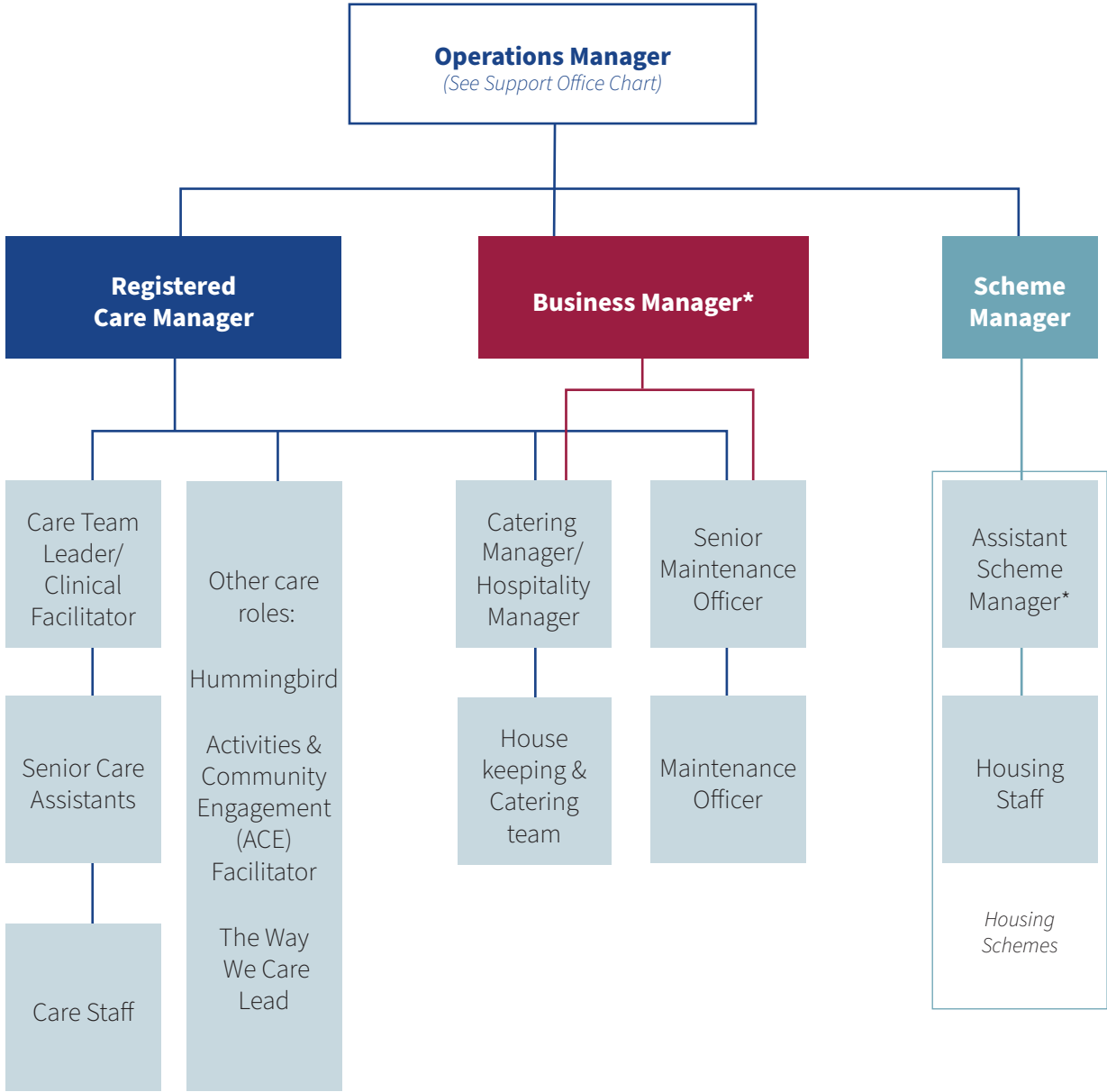
**Final stage interviews** will be held at Koinonia Christian Care Home

**All candidates will be expected to agree to our Basis of Faith** and we will take references from your church minister as well as the usual employment references.



# Homes, Schemes, and other services

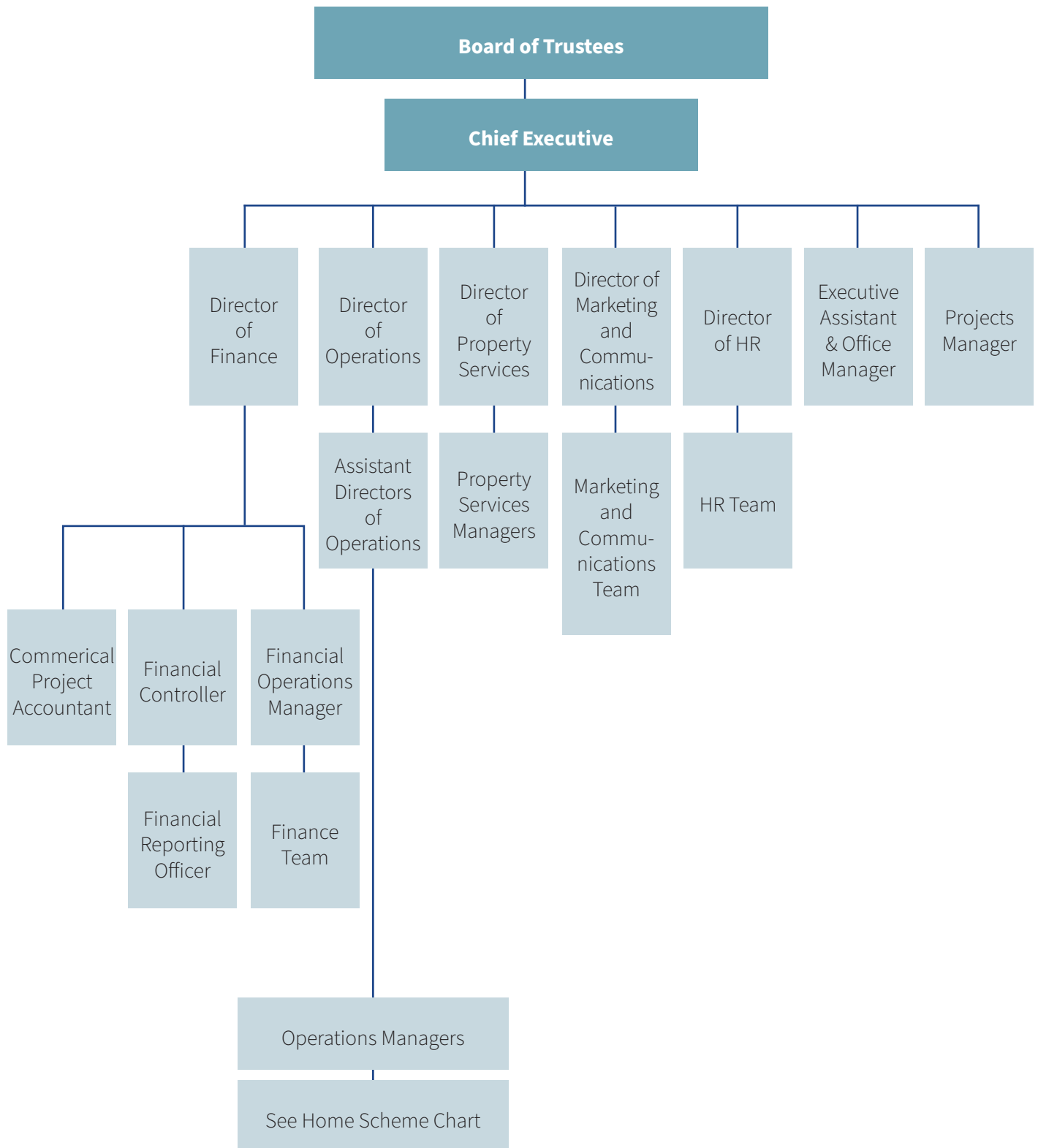
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\*Not all homes/schemes have Business Manager

# Support Office

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## Contact details

**PILGRIMS' FRIEND SOCIETY**



**Support Office, LONDON** | 0300 303 1403 | [info@pilgrimsfriend.org.uk](mailto:info@pilgrimsfriend.org.uk)



**Carey Gardens,  
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**Emmaus House,  
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**Evington Home,  
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**Finborough Court  
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**Framland,  
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**Homesdale  
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**Koinonia Christian  
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**Luff House  
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**Milward House  
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# What we believe

## Pilgrims' Friend Society is a Christian charity, rooted in the Bible.

We believe that the teachings of the Bible are our sole and final authority.

We believe that there is one God in three persons, Father Son and Holy Spirit.

The good news of the gospel is that, although men and women are sinners, God has taken the initiative to save people from every tribe, tongue and nation. We believe that God will bring about the redemption of all things.

God sent Jesus Christ, His Son, to be our Saviour. Jesus became fully human and, at the same time, remained fully God.

Jesus came to buy us back from sin and death by living a perfect life, having no sin, and dying in our place on the cross.

But God's grace did not stop there. When Jesus ascended to heaven, the Holy Spirit was given by God to continue His work on earth.

It is this Holy Spirit who gives us new birth and brings us to repentance and faith in the Son. When the Spirit has begun such a good work in someone, He will bring it to completion.

At the time appointed by God, Jesus will return to earth in glory. He will raise the dead and judge all people. He will banish those not known to Him and He will take His people to be with Him in eternal glory in the new heavens and earth.



“ They will still bear  
fruit in old age, they will  
stay fresh and green ”

**Psalm 92:14**



**PILGRIMS'  
FRIEND  
SOCIETY**

Pilgrims' Friend Society

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