



# *Development 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 our us and help lead and deliver the work of the Society in this new phase of its development.

*Stephen Hammersley*



## *From the* **Director of Property Services,** **Hugh Lambourne**

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The charity's Growth and Renewal Programme aims to replace outdated buildings with new, purpose-built facilities. This includes acquiring and developing sites in Crawley, Wanstead, Bedford, and others, and acquiring existing care homes in Worthing and Harrogate, as well as exploring opportunities from gifted land and completing the sale of legacy assets.

To support this work, we are expanding our property team to proactively develop a pipeline of sites and ensure identified locations progress smoothly through planning to operational delivery.

We are therefore looking for a Development Manager with land and property site development experience and who is passionate about our mission.

Come and join us!

*Hugh Lambourne*

# About Pilgrims' Friend Society

**Pilgrims' Friend Society (PFS) 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 19 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 two dedicated retirement living schemes and an Extra Care Housing scheme.

Pilgrim Care is our domiciliary care agency, providing care to people who live in their own flats in our 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 charity has a programme of work to replace existing buildings that will soon be seen as not fit for purpose. This is called our Growth and Renewal programme.

**It presently embraces:**

- Completing the purchase of a site at Crawley for the development of a new home;
- Building a new home on a site already acquired in Wansted;
- Finding a site for a new home and housing scheme in or near Bedford;
- Finding an existing building we can purchase (and maybe develop) in Worthing;
- Finding an existing building we can purchase (and maybe develop) in Harrogate;
- Deciding what options, we have on our present site in Tunbridge Wells to extend its life and longer term finding an existing building we can purchase (and maybe develop) in Tunbridge Wells;
- Responding to gifts/options to purchase land/buildings that sit within our three areas of interest and that have development potential;
- Completing the sale of legacy assets.

Once these are completed it is our expectation that we will look for new sites to allow us to develop our network of care homes and possibly housing schemes in three regions that we have defined.

For the purposes of this job description and our ongoing work the Growth and Renewal programme does not include the gifting of assets where there is no “development” involved. Typically, these will involve the gifting of existing care homes or housing that we will operate or sell “as is”.

We need an additional resource within our property team to ensure that we are sufficiently proactive in developing a pipeline of sites and that the sites we have identified are managed through planning up to the point of operational delivery.

**The main purposes of the job are:**

To manage the appraisal of and acquisition of sites and existing care homes that meet the requirements of our Growth and Renewal Programme (see above).

**Where do you fit in the team:**

You are responsible to the Director of Property Services.

# Duties of the Property Service Manager

## Main responsibilities:

- Find potential development sites and existing care homes through proactive work that meet the needs of our Growth and Renewal programme;
- Appraise options and assess development viability;
- Progress favourable options and negotiate land purchases;
- Manage early stages of the build or conversion projects;
- Maintain and manage a development plan that would replace the growth and renewal plan;
- Managing the sale of legacy assets.

## Key duties:

- Find potential development sites and existing care homes that meet the needs of our Growth and Renewal programme;
- Working with directors and trustees to develop criteria;
- Managing site-finding projects in target locations;
- Engaging consultants as necessary.

## Appraise options:

- Assessing development viability, relevant risks and costs;
- Assessing demand for care or housing services and labour supply;
- Assessing the potential for mission impact e.g. strength of church networks and determining the potential for community engagement impact;
- Including assessments of planning risks;
- Including the adequacy of second-hand homes for our purposes;
- Including the scale and cost of building work needed to meet our needs;
- Providing our projects accountant with all the property information necessary for our business cases.

## Progress favourable options:

- Leading on initial discussions with potential vendors;
- Managing projects through planning (including community consultation);
- Liaising with trustees of charities if it is a charitable gift;
- Consulting with local churches on their appetite for a care home/housing and community engagement;
- Alongside local management, lead on building relationships with churches that are supportive, other charities and the local authority stronger community teams (or equivalents).

## Manage early stages of the build or conversion projects:

- Consulting internally to draft requirements brief;
- Appoint and coordinate consultants to develop detailed project plans, design specifications, budget estimations and construction timelines;
- Prepare detailed project budgets, monitoring expenditure throughout the development process, and ensuring projects remain financially viable;
- Oversee the procurement process for contractors and negotiate contracts;
- Hand over to the relevant Property Services Manager or implementation project manager;
- Communicate progress and risks and maintain open communication with stakeholders.

## Manage early stages of the acquisition projects:

- Prepare plans and manage the due diligence;
- Communicate progress and risks;
- Hand over to Assistant Director.

## Maintain and manage a development plan that would replace the growth and renewal plan:

- Report on progress and on the critical path of various projects
- Identify and plan resourcing needed liaising with colleagues as appropriate
- Production of reports to trustees and executive colleagues

## Managing the sale of legacy assets:

- Managing Charity Act Compliant sale of land and/or buildings no longer required;
- Carry out any other tasks or duties within your capability, related to the project but not listed in this job description, as required by the Property Services Director and CEO.

# About you

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## Experience

- Degree level or similar by experience;
- Commercial acumen;
- Land and Development experience, ideally within care or affordable housing sector;
- Land management, title documents, covenants, easements, boundary queries;
- Construction project management;
- Working with/in Church leadership.



## Skills and personal qualities

- The post is required to be filled by a Christian; as defined by our basis of faith - <https://www.pilgrimsfriend.org.uk/about-us/what-we-believe/>;
- Proven track record of property site development;
- Experience of managing planning applications;
- Able to understand the communications needs of key segments and to deliver sustained clear strategic and tactical communications programmes verbally, in writing and digitally.
- projects and estimate resource requirements;
- Actively analyses the wider picture identifying opportunities for PFS and is able to plan accordingly;
- Able to lead and manage cross-functional teams to achieve project goals;
- Builds positive relationships internally and externally;
- Contributes effectively to the overall work of PFS;
- Legal, planning and regulatory context of delivering new development;
- Good levels of financial awareness;
- Working in a commercially aware culture;
- Working in a small team;
- Full commitment to the vision & mission of Pilgrims' Friend Society;
- Able to work in a team;
- Used to accepting responsibility for outcomes;
- Happy to work without close supervision;
- Maintains a positive outlook at work;
- Willing and able to work from home;
- Understanding of Protestant Christian cultures and theology. Understanding what motivates Protestant Christians.

# Terms and conditions

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**Salary:** £54,000 per annum

**Hours:** 40 hours per week

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

**Pension:** **Contributory pension scheme**, with a minimum employee contribution of five %. PFS contributes three %, (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 , Company car provided if needed, Long-standing service rewards, Birthday rewards, Perkbox rewards, Care Friends app and flexible working.

**Location:** Remote working

## 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



# 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.
- a completed Personal Details Form, available on the PFS website.

**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.

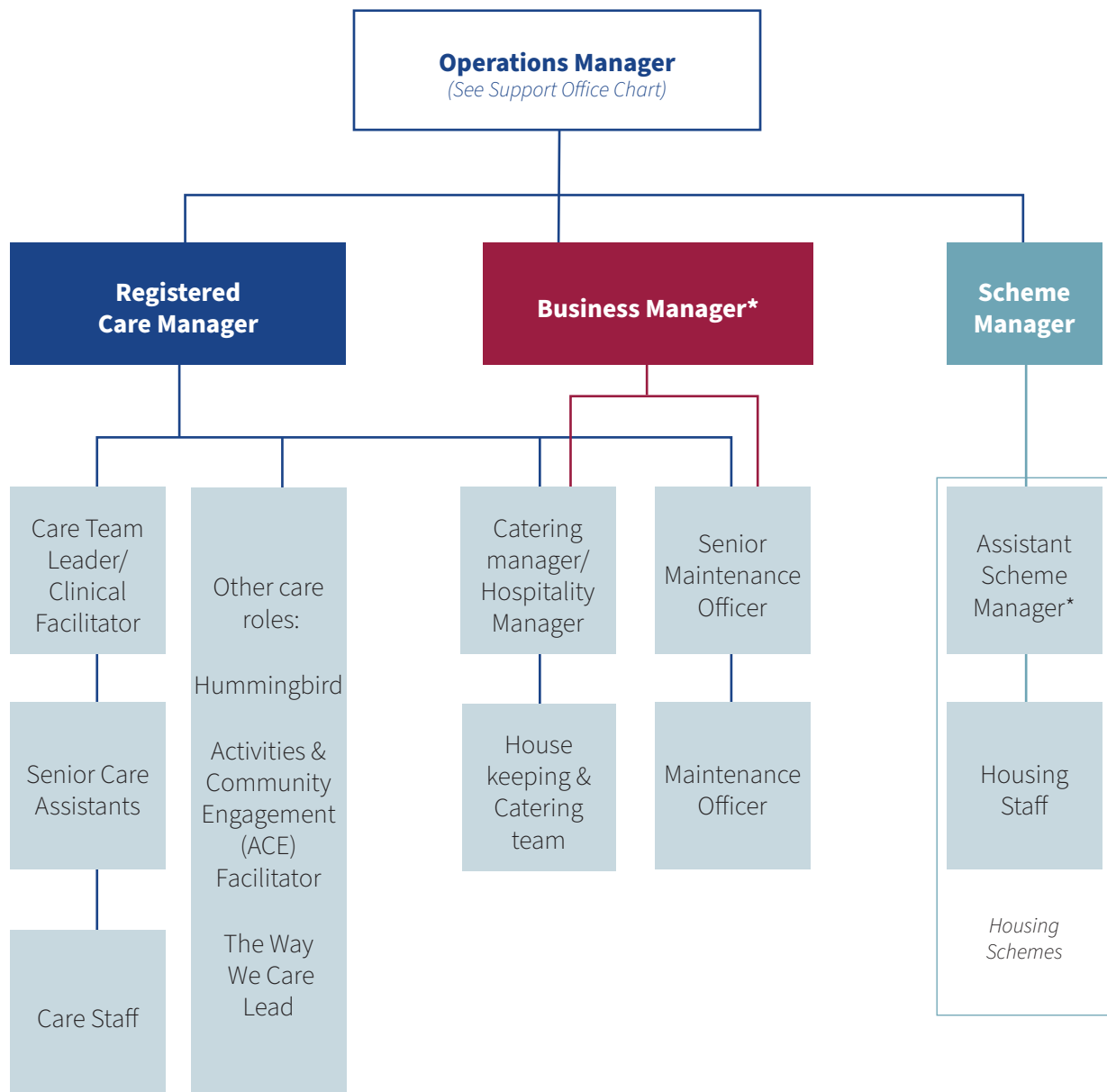
**Final stage interviews** TBC.

**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

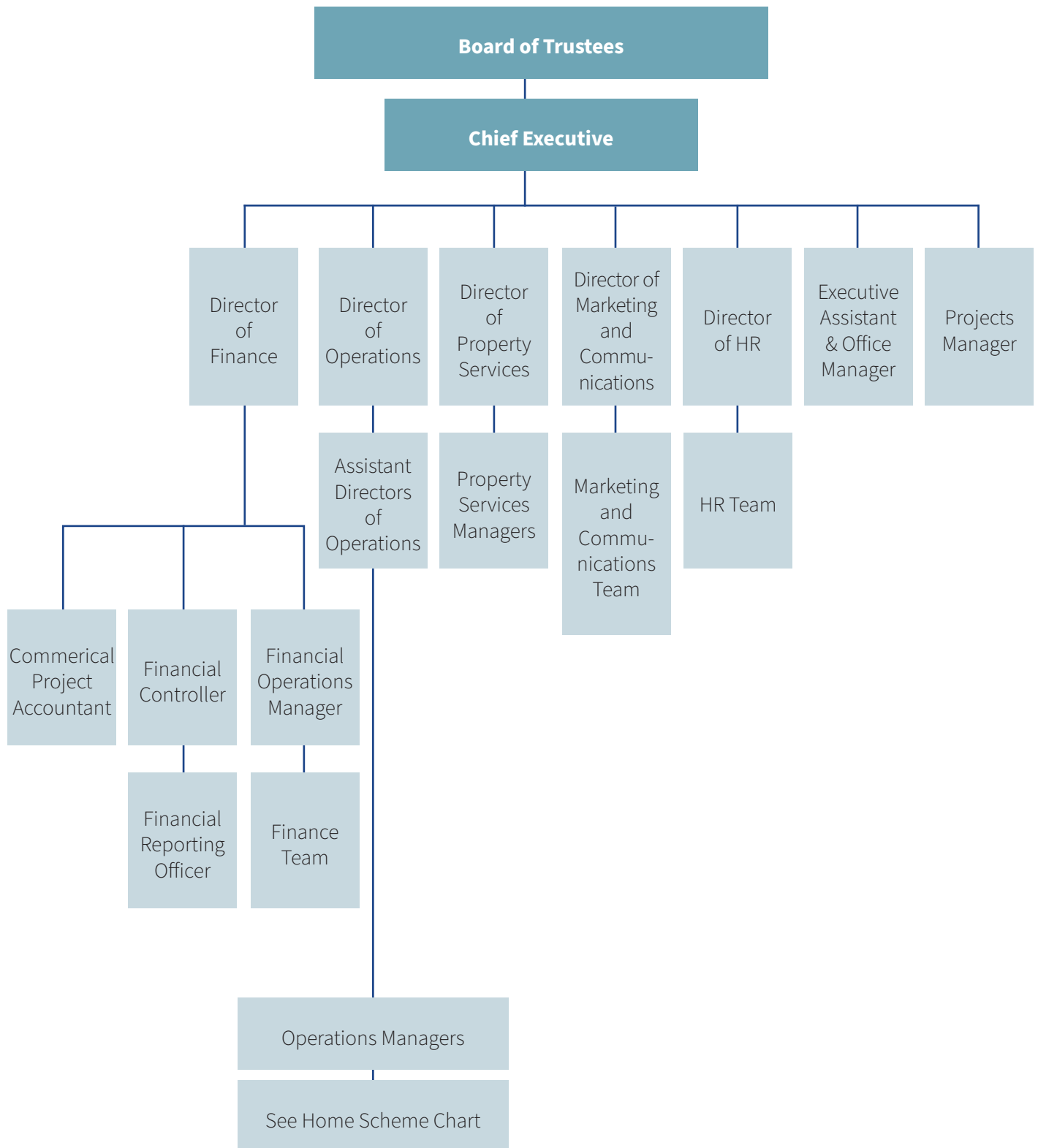
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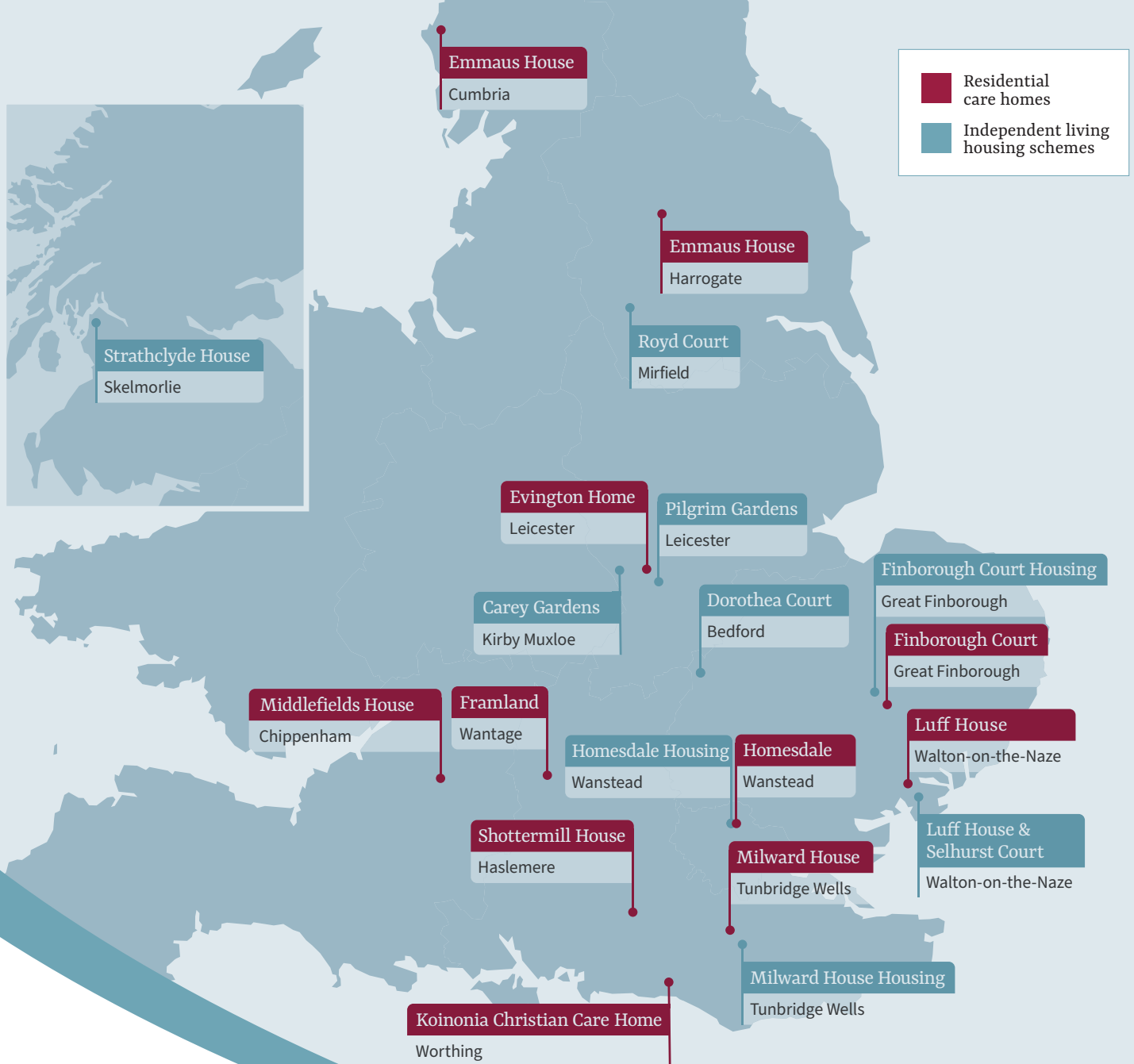


\*Not all homes/schemes have Business Manager.

# Support Office

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## Contact details

**PILGRIMS' FRIEND SOCIETY**



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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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