



# *Head of Payroll*

**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* **HR DIRECTOR,** **Joshua Field**

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As part of the Pilgrims' Friend Society Support Office, the role of the Payroll team is vital in ensuring our staff are supported and valued through accurate and timely pay, pensions, and compliance. We serve behind the scenes, helping to create the stability that enables our care teams to focus on delivering exceptional, faith-filled care to older people across our homes and schemes.

With over 700 employees and multiple sites, the payroll function is both complex and rewarding. From HMRC submissions to pension contributions and TUPE transitions, every detail matters—and every payslip is a reflection of the care we show our team.

As Head of Payroll, you'll oversee this essential work, lead our Payroll & HR Assistant, and ensure we continue to meet high standards with integrity and grace.

We're building on more than 200 years of history at Pilgrims' Friend Society—Christian care rooted in prayer, professionalism, and compassion. Your expertise will help sustain that legacy and shape the future of our growing organisation. This isn't just about numbers; it's about people, faith, and purpose.

We hope you'll join us!

*Joshua Field*



# About Pilgrims' Friend Society

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**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.

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 MAIN PURPOSES OF YOUR JOB ARE:

You are responsible for ensuring efficient and effective HR services.

- a) Ensure effective and accurate processing of payroll and all associated processes and reporting;
- b) Administer the organisation's Pension Scheme and Group Life Assurance Scheme;
- c) Ensure compliance with all payroll-related legislation, including HMRC, GDPR, Pensions and Right to Work in the UK.

## WHERE YOU FIT IN TO THE TEAM:

You are responsible to the Director of Human Resources (HRD).

You are responsible for the Payroll & HR Assistant.

## Duties of Head of Payroll

**Payroll.** Some of these may be done with assistance from or by delegation to the Payroll & HR Assistant:

- Keep up to date and ensure compliance with any changes to UK Payroll law.
- Supervise and oversee the payroll function;
- Line-manage and supervise the work of the Payroll & HR Assistant;
- Produce and maintain annual timetable of payroll processes;
- Where necessary assist in Monthly payroll processing;
- Including joiners and leavers, data entry, producing reports, payslips, processing payments etc.;
- Process at least one of the smaller payrolls each month to maintain practice and knowledge of payroll entry;
- All miscellaneous processing, including entering & maintaining senior/HO staff details, parental leave and pay, pensions, salary sacrifice, attachments of earnings orders etc.;
- Check and authorise all payroll transactions;
- Supervise and/or process post-update adjustments;
- Perform month-end processes; Including producing turnover data, providing joiners and leavers data for updating Perkbox and other portals, advising joiners and leavers to others as required, processing and uploading pension contributions data to pension provider, processing HMRC and Attachment of Earnings Orders payments, sending all payroll data to main accounting system;
- Ensure HMRC payments are reconciled to reported submissions;
- Assist finance with payroll reconciliation queries;
- Perform all year end processes, including production and distribution of P60s, P11Ds and all HMRC reporting;
- Prepare payroll for new tax year, including legislative updates and updating all staff pay rates;
- Assist auditors and Finance with required reporting and information;
- Take the lead in HMRC inspections;
- Review processes and update as required;
- Review and update payroll process forms and check lists as required;
- Answer and resolve payroll queries/problems from managers, administrators and individual staff;
- Maintain online payslip portal, including queries from staff and password resets etc.;
- Train new administrators/managers in payroll processes.
- Onboard new homes and schemes, ensuring appropriate processes depending on the circumstances (eg: a new-build PFS home, home transferred into PFS via TUPE, home continuing as separate legal entity)

# Continued...

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## **Pensions & Group Life Assurance:**

- Keep up to date and ensure compliance with any changes to UK pensions law.
- Manage relationship with Pension Provider;
- Ensure staff are auto-enrolled, postponed, opted-in or opted out as required;
- Manage cyclical re-enrolment and re-declaration to The Pensions Regulator. Ensure opted-out staff are re-enrolled as required by legislation;
- Ensure staff who are over 55 receive higher employer contributions;
- Ensure staff on Maternity Leave receive on-going Employer Contributions during their Maternity Pay period;
- Manage Salary Sacrifice Scheme, opting-in and opting-out staff who request it and ensuring compliance with legislation;
- Ensure staff are enrolled in appropriate worker groups in The People's Pension, depending on age and salary sacrifice status;
- Liaise with Independent Financial Advisors (IFA) to provide staff with personal pensions advice and provide staff with information on practical issues related to pensions;
- Arrange periodic advice sessions for staff in conjunction with IFA and/or Pension provider.
- Manage the Society's legacy Unfunded Final Salary Pension Scheme (only 1 member left as of January 2025!)
- Onboard new homes and schemes into the Society's pension scheme, effecting transfers from other schemes where necessary and ensuring employees receive clear and timely information.
- Manage Group Life Assurance scheme, including:
  - Annual renewal and periodic re-brokering exercise with Independent Financial Advisors (IFA);
  - Ensure Group Life Provider is advised of homes and schemes added or closed part-way through the year to ensure full cover for all staff;
  - Manage claims when an employee dies in service, liaising with IFA and employee's family members/executors as required;

## **Salaries & Wages Budget:**

- Prepare data sheets for hourly-paid and salaried staff in preparation for budget process;
- Update sheets as required by HRD;
- Produce new pay rate charts for all homes and schemes;
- Update pay charts in-year as required and produce updated charts.

## **Compliance:**

- Produce Gender and other Pay Gap information annually as required by statute and report online.
- Pass to marketing for inclusion on the website;
- Complete Payroll-related ONS surveys;
- Payroll-related GDPR compliance;

## **Right to Work in the UK:**

- In conjunction with HR Manager and home/scheme managers, ensure all staff can prove their right to work in the UK (RTW);
- Ensure all staff have provided up-to-date RTW documents and record details in Sage Payroll;
- Advise managers when RTW documents are due to expire and ensure renewed documents are provided and recorded in Sage Payroll;

## **Miscellaneous:**

- Issue Addenda to Contracts at annual pay review and when bulk addenda required for other reasons;
- Issue Addenda for senior/head office staff annually and when changes arise.
- Assist HRD with TUPE processes as required;
- Assist with on-going implementation and usage of People Planner for rostering and payroll reporting, in conjunction with People Planner Administrator;
- Carry out any other duties reasonably required to ensure the smooth operation of the Payroll function;
- All staff colleagues are expected to further their knowledge and development through attendance on courses thought to be appropriate by their manager or at training sessions provided or facilitated by the Society;
- In addition to the duties and responsibilities listed above, you are required to perform other duties assigned by your manager from time to time that are within your capabilities.

# About you

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## Experience

- Strong knowledge of UK payroll legislation and HMRC regulations;
- Significant payroll experience, including managing complex multi-site payrolls;
- Experience of processing and managing statutory payroll submissions (RTI, P60s, P11Ds);
- Experience in pension scheme management including auto-enrolment;
- Experience using payroll software, preferably Sage



## Skills and personal qualities

- A positive attitude towards the Pilgrims' Friend Society and its Christian mission and values;
- Committed Christian, able to wholeheartedly subscribe to the organisation's Doctrinal Basis of Faith;
- Trustworthy, discreet, and able to handle sensitive information confidentially;
- Strong knowledge of UK payroll legislation and HMRC regulations
- Understanding of pension regulations and compliance;
- Familiarity with GDPR and its application to employee data;
- Awareness of budget preparation and reporting in relation to payroll;
- Excellent organisational and time-management skills;
- Strong numerical and analytical ability;
- High level of data accuracy and attention to detail;
- Ability to explain payroll and pension issues to non-specialists;
- Able to manage competing deadlines and priorities;
- Capable of working independently and as part of a team;
- It is a genuine Occupational Requirement that the post-holder is an Evangelical Christian, able to affirm and work in accordance with our Doctrinal Basis of Faith (Equality Act 2010, Schedule 9);
- Must live within commuting distance of our Head Office (Tower Bridge, London) or be able to travel as required.



# Terms and conditions

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**Salary:** £50,000 to £56,000 p.a

**Hours:** 35 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  
Long-standing service rewards, Birthday rewards, Perkbox rewards, Care Friends app and flexible working.

**Location:** 175 Tower Bridge Road, London, SE1 2AL

## 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.

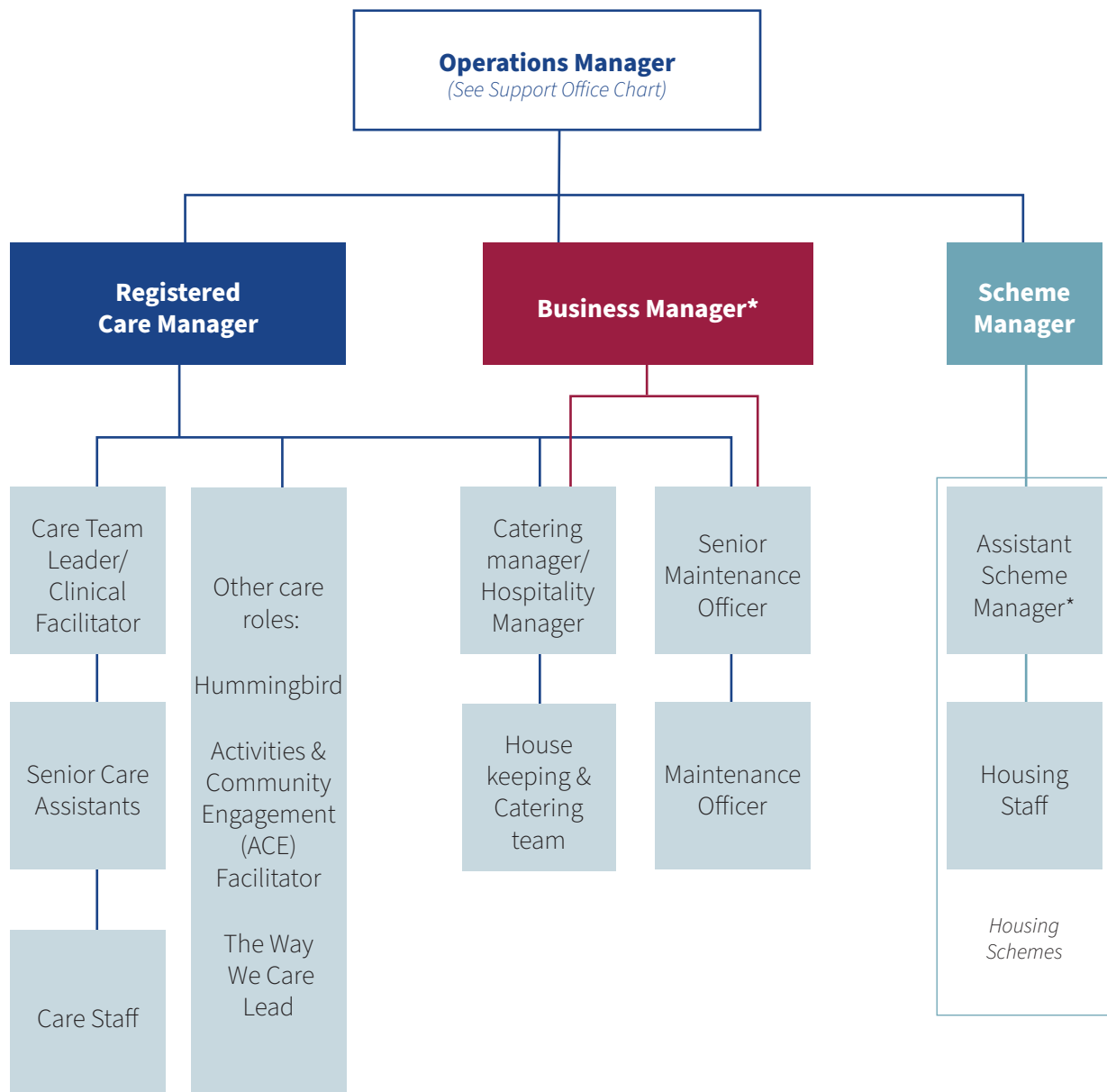
**First stage interviews** will be conducted by Zoom.

**Final stage interviews** will be held 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.



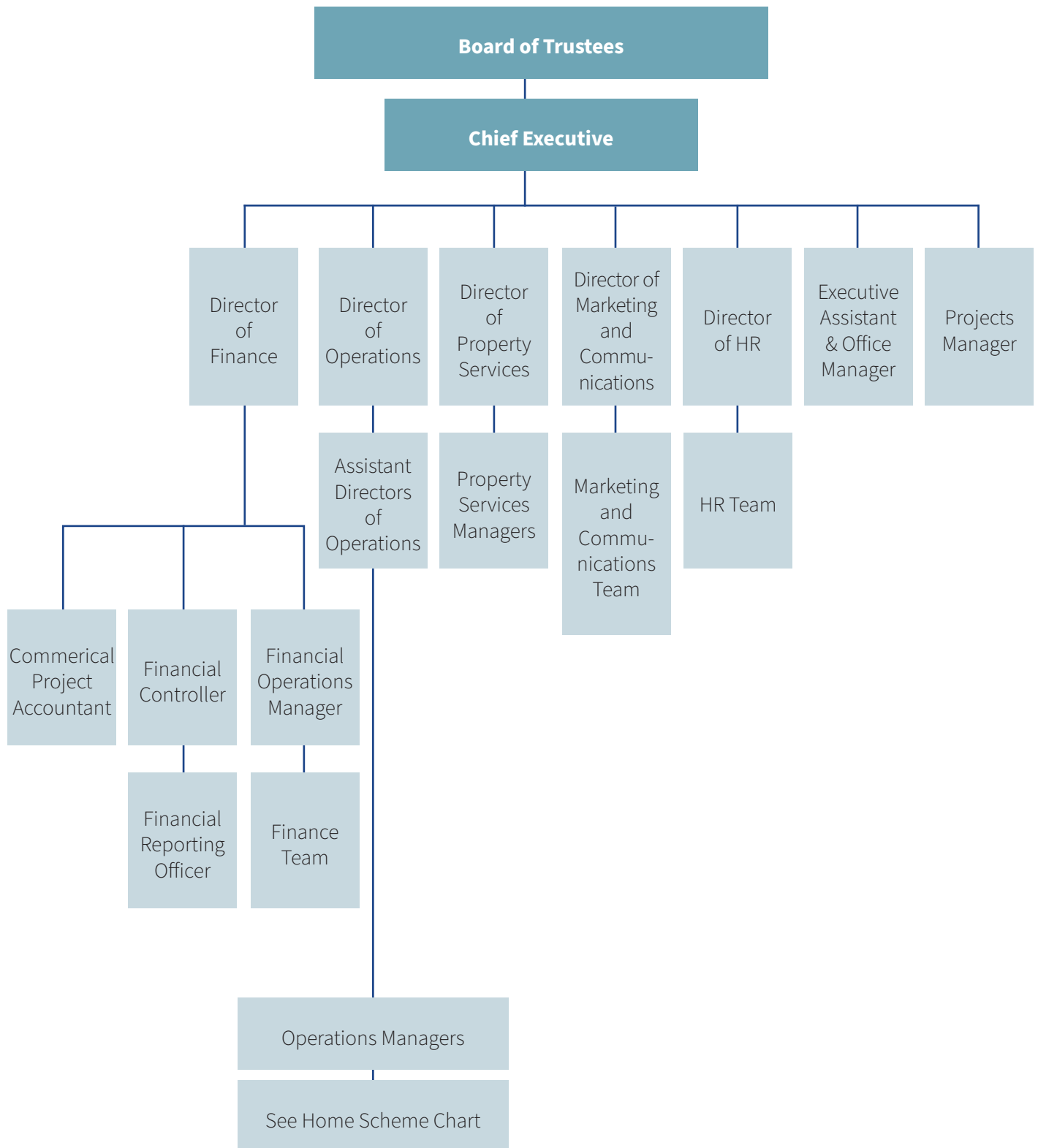
# Homes, schemes, and other services

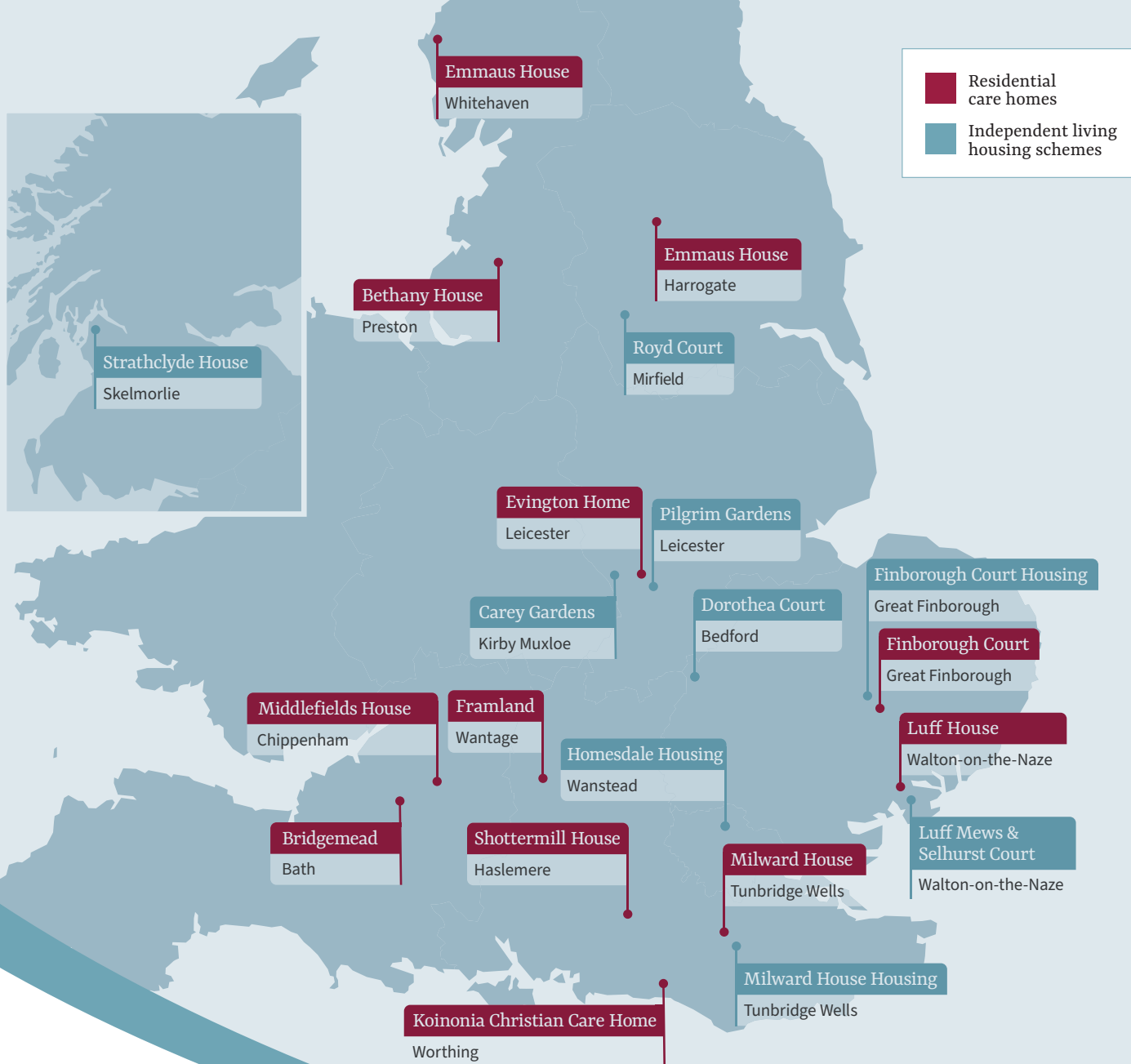


\*Not all homes have a Business Manager

# Support Office

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## Contact details



### **Bridgemoor, BATH**

0300 131 9115

[bridgemoor@pilgrimsfriend.org.uk](mailto:bridgemoor@pilgrimsfriend.org.uk)



### **Carey Gardens, LEICESTER**

0300 303 8455

[carey.gardens@pilgrimsfriend.org.uk](mailto:carey.gardens@pilgrimsfriend.org.uk)



### **Dorothea Court, BEDFORD**

0300 303 1490

[dorothea@pilgrimsfriend.org.uk](mailto:dorothea@pilgrimsfriend.org.uk)



### **Emmaus House, WHITEHAVEN**

09146 591362

[emmauscumbria@pilgrimsfriend.org.uk](mailto:emmauscumbria@pilgrimsfriend.org.uk)



### **Emmaus House, HARROGATE**

0300 303 8450

[emmaushouse@pilgrimsfriend.org.uk](mailto:emmaushouse@pilgrimsfriend.org.uk)



### **Evington Home, LEICESTER**

0300 303 1455

[evington@pilgrimsfriend.org.uk](mailto:evington@pilgrimsfriend.org.uk)



### **Finborough Court care and housing, GREAT FINBOROUGH**

0300 303 1450

[finborough@pilgrimsfriend.org.uk](mailto:finborough@pilgrimsfriend.org.uk)



### **Framland, WANTAGE**

0300 303 1470

[wantage@pilgrimsfriend.org.uk](mailto:wantage@pilgrimsfriend.org.uk)



### **Homesdale Housing, WANSTEAD**

0300 303 8485

[homesdale@pilgrimsfriend.org.uk](mailto:homesdale@pilgrimsfriend.org.uk)



### **Koinonia Christian Care Home, WORTHING**

0300 303 8480

[koinonia@pilgrimsfriend.org.uk](mailto:koinonia@pilgrimsfriend.org.uk)



### **Luff House care and housing, WALTON-ON-THE-NAZE**

0300 303 1495

[luffhouse@pilgrimsfriend.org.uk](mailto:luffhouse@pilgrimsfriend.org.uk)



### **Middlefields House, CHIPPENHAM**

0300 303 8470

[middlefields@pilgrimsfriend.org.uk](mailto:middlefields@pilgrimsfriend.org.uk)



### **Milward House care and housing, TUNBRIDGE WELLS**

0300 303 1460

[milward@pilgrimsfriend.org.uk](mailto:milward@pilgrimsfriend.org.uk)



### **Pilgrim Gardens, LEICESTER**

0300 303 8455

[pilgrim.gardens@pilgrimsfriend.org.uk](mailto:pilgrim.gardens@pilgrimsfriend.org.uk)



### **Royd Court, MIRFIELD**

0300 303 1480

[roydcourt@pilgrimsfriend.org.uk](mailto:roydcourt@pilgrimsfriend.org.uk)



### **Shottermill House, HASLEMERE**

0300 303 1475

[shottermill@pilgrimsfriend.org.uk](mailto:shottermill@pilgrimsfriend.org.uk)



### **Strathclyde House, SKELMORLIE**

01475 522 525

[enquiries@strathclydehouse.org.uk](mailto:enquiries@strathclydehouse.org.uk)



### **Support Office, LONDON**

0300 303 1403

[info@pilgrimsfriend.org.uk](mailto:info@pilgrimsfriend.org.uk)



# 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

175 Tower Bridge Road, London SE1 2AL

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