

PILGRIMS'
FRIEND
SOCIETY

Operations 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**

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 Operations,** **Maureen Sim**

As part of the Pilgrims' Friend Society Support Office, the Operations team plays a vital role in ensuring our care homes and housing schemes are places where older people are loved, valued, and spiritually supported.

The role of Operations Manager is central to this mission. Working closely with our Registered and Business Managers, as well as the wider leadership team, you will help drive the delivery of high-quality, person-centred care that reflects our Christian ethos and long-standing commitment to older people.

You'll be stepping into a work that began over 200 years ago, when Christians joined together to provide care for older believers in need.

That legacy continues today—strong in purpose and faith—and we are looking for someone who shares our heart for service, leadership, and Christian care to help carry this vision forward.

We hope you'll consider joining us.

Maureen Sim

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.

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

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

THE MAIN PURPOSES OF YOUR JOB ARE:

To assist the Director of Operations (DO) in leading the delivery of the Society's front-line care services.

- To assist the Director of Operations in leading the delivery of the Society's Vision of Care for people living in our residential homes.
- To oversee implementation of the Society's care strategy at an operational level.
- To develop the managers of our schemes as effective leaders of their teams and operations

Success criteria:

- The quality of care from all our homes and evidence of "Way We Care" in place (as measured by CQC; PFS surveys; and Carehome.co.uk reviews)
- Achieving occupancy targets.
- Achieve the budgeted cashflow and EBITDAR targets.
- 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 Assistant Director of Operations (ADO).
- You are responsible for Registered and Business managers.

Duties of Operations Manager

- Work closely with the DO/ADO and other members of the Management Team in the implementation and attainment of the Society's short and long term strategic objectives;
- To line manage a portfolio of managers undertaking supervisions and appraisals and using the Society's leadership framework to develop them as leaders of their scheme;
- To audit and review the performance of our schemes and to support the managers in making the changes necessary to ensure compliance and delivery of high quality services in line with our policies and plans;
- Support the DO/ADO and Managers in developing and monitoring budgets. Budget responsibility rests with the DO, the Managers and various budget holders;
- Assist the ADO to develop, maintain, update and, where practicable, simplify the Society's Policies and procedures in relation to the provision of housing and care services;
- Support managers with occupancy, marketing and communications strategies targeted at clients, staff, purchasers and the general public within the Society's front-line care services;
- Assist the DO/ADO in supporting schemes with the inspection process and meeting regulation requirements;
- Support the ADO in maintaining comprehensive audits to ensure regulatory compliance;
- Promote "good practice" in all aspects of the work; counsel and guide Managers in the implementation of such practice, visiting schemes as agreed with the ADO to provide support and to discuss and resolve issues;
- Provide the front-line telephone and email contact, referring matters to the ADO (or others) when appropriate;
- Assist the ADO in dealing with service user-related issues, including complaints;

Continued...

- Serve as Head Office representative on related focus groups and on other groups as required by the DO/ADO;
- Assist the DO/ADO and the Director of Human Resources in planning conferences and training events for managers and other senior staff and participating where appropriate;
- Liaise with our training providers to facilitate training in all schemes, including first-aid and manual handling;
- Communicate particularly closely with the ADO in order to effectively implement all the above issues;
- Carry out any other duties reasonably required to ensure the smooth operation of the Society's business;
- You will be expected to provide on-call support outside normal working hours.
- All staff 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;
- Expected to attend the PFS morning prayers on Zoom, when working in the office.
- Further your knowledge and development as appropriate.
- Attendance at Society meetings and functions, including Annual Meetings, conferences and other meetings;
- Taking an interest in the strategic aims of the Society, actively and positively communicating developments to all staff through team meetings and individually.
- Keep up to date with PFS policies and procedures, and changes to regulation.
- In addition to the duties and responsibilities listed, you are required to perform other duties assigned by your manager from time to time that are within your capabilities.

About you

Experience

- Relevant health and social care qualification (e.g; Level 5 Leadership in Health & Social Care or nursing qualification).
- Three years' management experience in a residential care setting or domiciliary care setting.



Skills and personal qualities

- In full agreement/ A positive attitude towards the Pilgrims' Friend Society and its wider aims and objectives;
- Willingness to respect residents in their Christian faith;
- Helpful, positive and respectful to all;
- Person- and customer-centred attitude;
- Team-focused working relationship with superiors, colleagues and staff.
- A mature attitude with assertive leadership (without aggression)
- Able to adopt a consultative management style.
- Excellent interpersonal skills and able to communicate well verbally and in writing;
- Good organisational and administrative skills;
- Able to work effectively alone and as part of a team;
- Ability to communicate with staff at all levels, including staff, managers and directors.
- Written ability for writing to staff, residents, regulators etc. Also report-writing skills.
- A mature attitude with assertive leadership (without aggression).
- Good general health, aptitude and physical capability of carrying out tasks involved. Reasonable adjustments will be considered for suitably qualified disabled candidates.
- It is a genuine occupational requirement that the post-holder is a Evangelical Christian, able to agree with our Doctrinal Basis of Faith.

Travel related:

- Willingness to be flexible in working pattern and location.
- Able to travel to designated homes and, when necessary, nationwide.
- The above may include travelling further afield and regular nights away from home.

Terms and conditions

Salary: Circa **£60,000** per annum

Hours: **40** per week (with on-call duties)

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**

Travel: You are required to travel to our homes on a frequent basis .

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.

Recruitment process



If you would like to apply for this exciting role, please send the following to Camilla at **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.

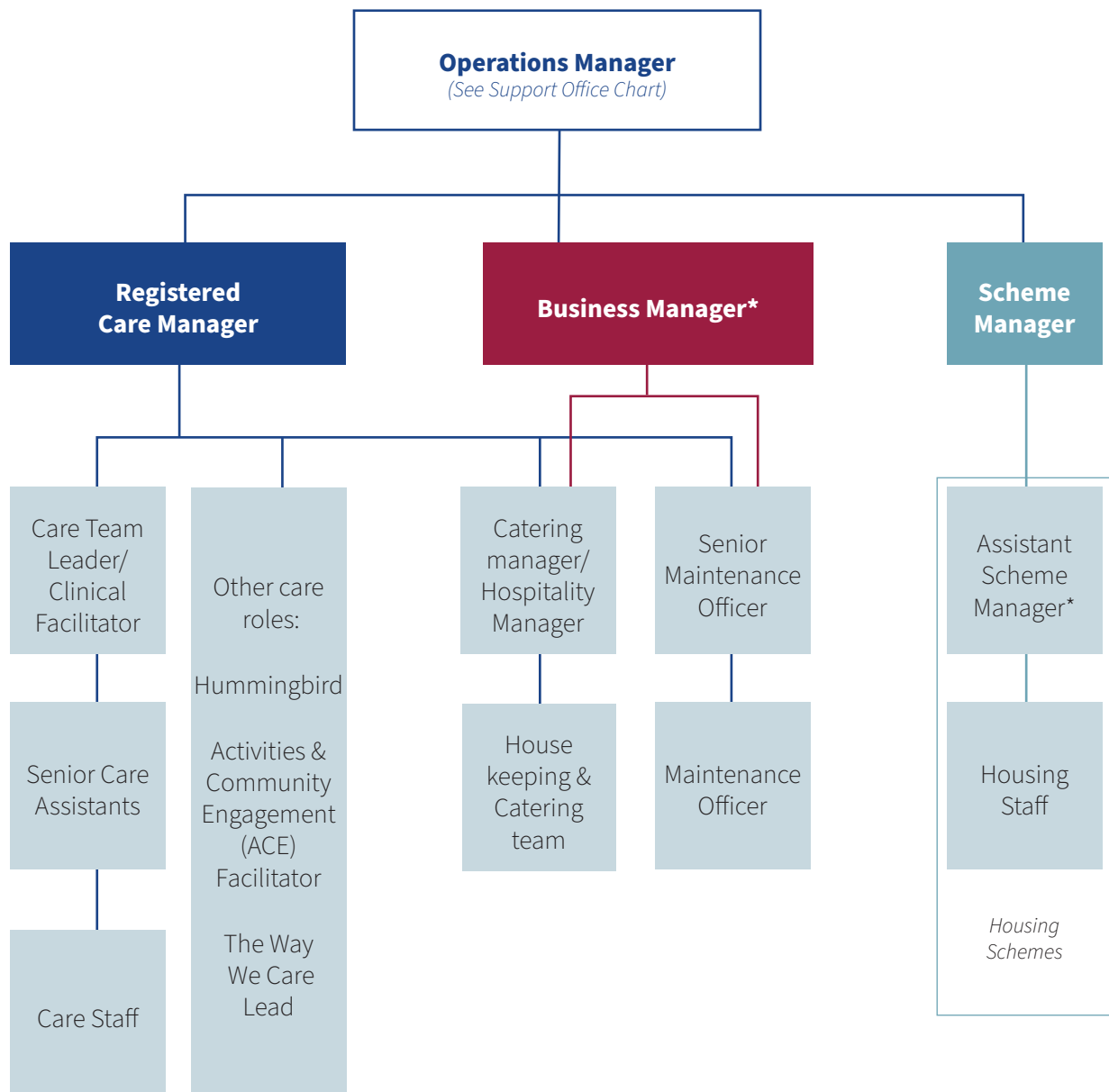
First stage interviews will be conducted by Zoom.

Final stage interviews will be held at 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.

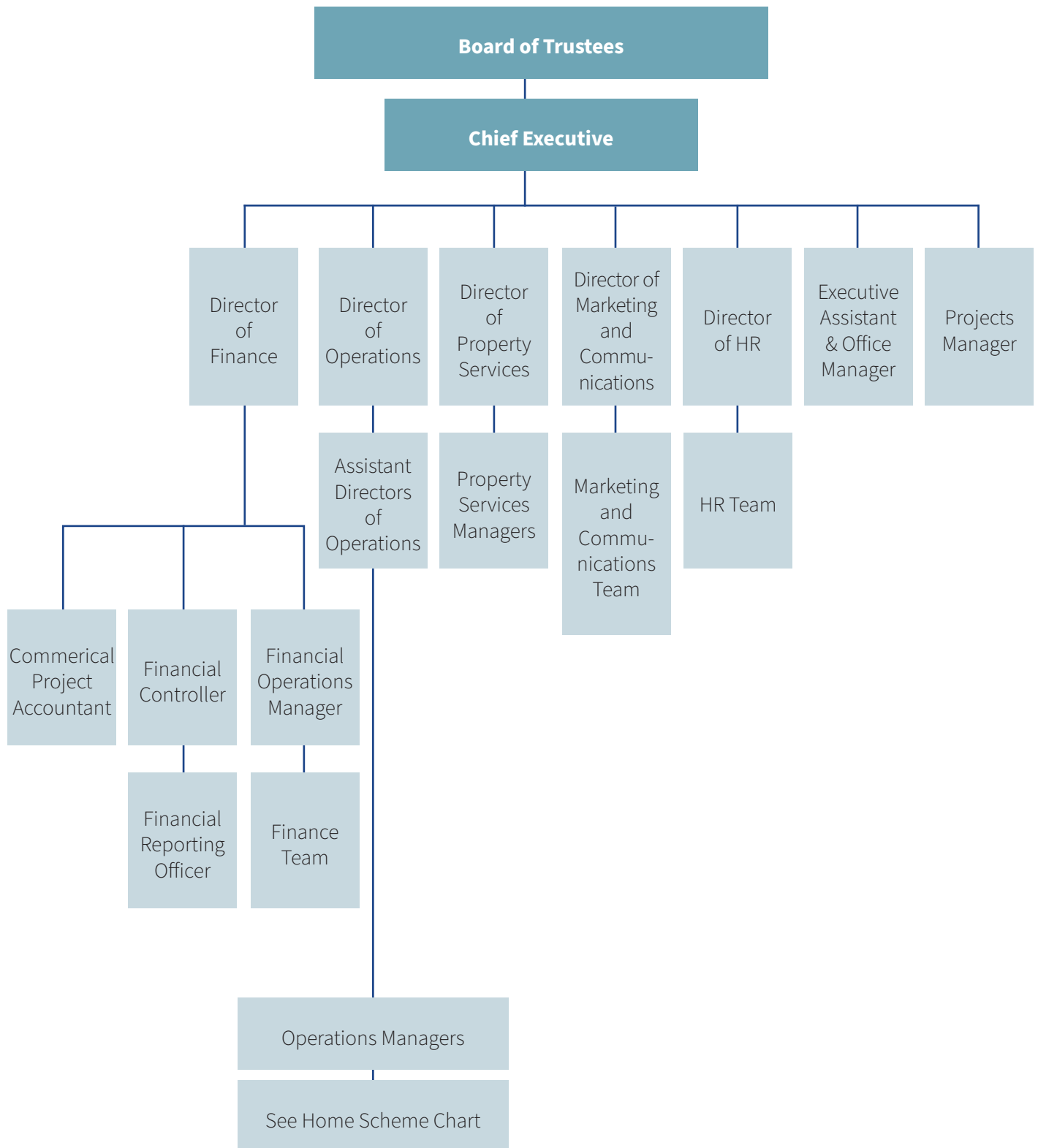


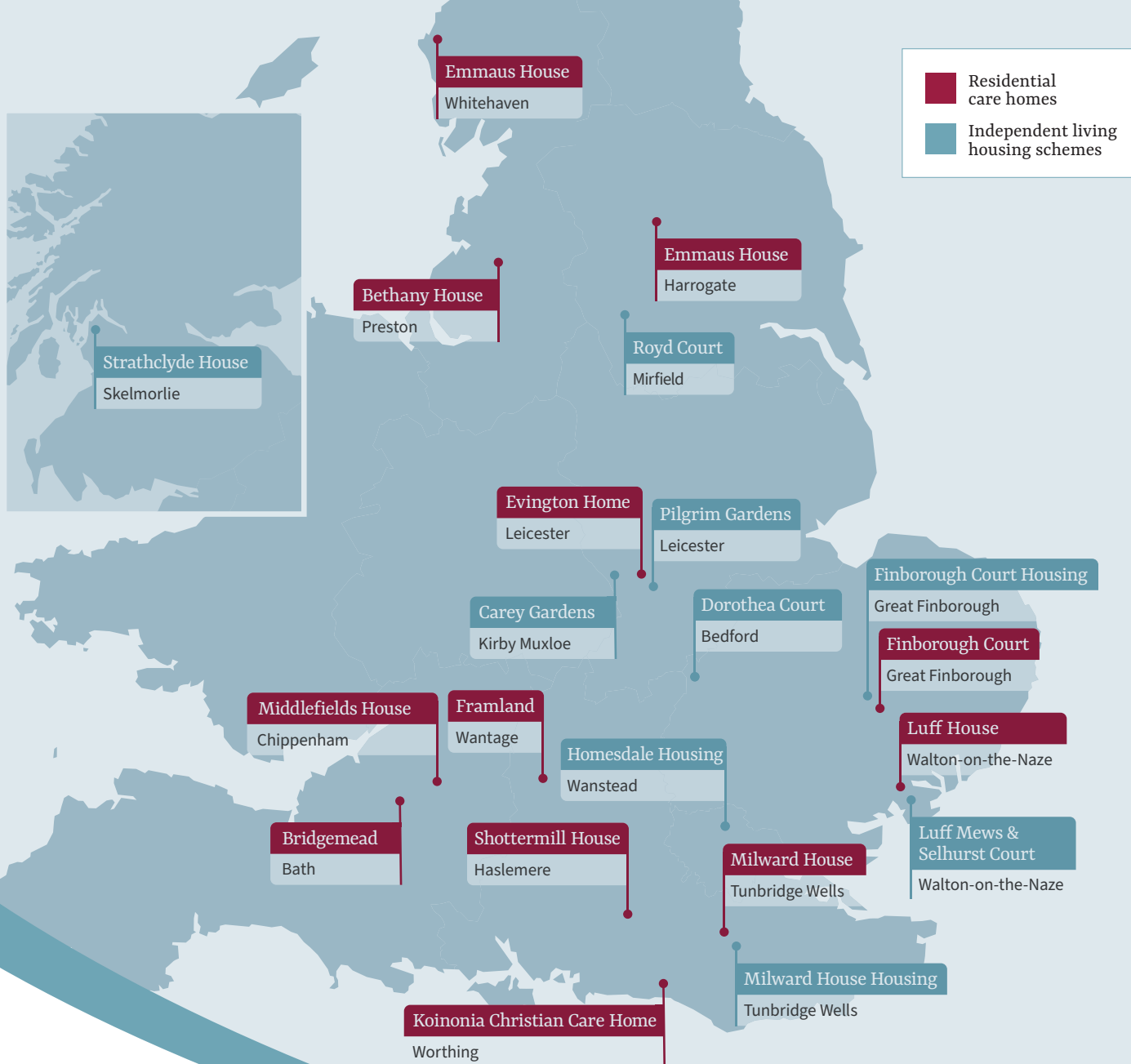
Homes, schemes, and other services



*Not all homes/schemes have Business Manager

Support Office





Contact details



Bridgemead, BATH

0300 131 9115

bridgemead@pilgrimsfriend.org.uk



Carey Gardens, LEICESTER

0300 303 8455

carey.gardens@pilgrimsfriend.org.uk



Dorothea Court, BEDFORD

0300 303 1490

dorothea@pilgrimsfriend.org.uk



Emmaus House, WHITEHAVEN

09146 591362

emmauscumbria@pilgrimsfriend.org.uk



Emmaus House, HARROGATE

0300 303 8450

emmaushouse@pilgrimsfriend.org.uk



Evington Home, LEICESTER

0300 303 1455

evington@pilgrimsfriend.org.uk



Finborough Court care and housing, GREAT FINBOROUGH

0300 303 1450

finborough@pilgrimsfriend.org.uk



Framland, WANTAGE

0300 303 1470

wantage@pilgrimsfriend.org.uk



Homesdale Housing, WANSTEAD

0300 303 8485

homesdale@pilgrimsfriend.org.uk



Koinonia Christian Care Home, WORTHING

0300 303 8480

koinonia@pilgrimsfriend.org.uk



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

0300 303 1495

luffhouse@pilgrimsfriend.org.uk



Middlefields House, CHIPPENHAM

0300 303 8470

middlefields@pilgrimsfriend.org.uk



Milward House care and housing, TUNBRIDGE WELLS

0300 303 1460

milward@pilgrimsfriend.org.uk



Pilgrim Gardens, LEICESTER

0300 303 8455

pilgrim.gardens@pilgrimsfriend.org.uk



Royd Court, MIRFIELD

0300 303 1480

roydcourt@pilgrimsfriend.org.uk



Shottermill House, HASLEMERE

0300 303 1475

shottermill@pilgrimsfriend.org.uk



Strathclyde House, SKELMORLIE

01475 522 525

enquiries@strathclydehouse.org.uk



Support Office, LONDON

0300 303 1403

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



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Pilgrims' Friend Society is a registered charity and a company registered in England and Wales. Charity No: 1045920 Company No. 3027071