



We're recruiting a

Property Service Manager

at Pilgrims' Friend Society



Supporting older people through Christian care and community

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 12 care homes and nine 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 investing in developing our care homes and housing schemes and are exploring more 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 pique your interest, and that you will prayerfully explore whether you might have a calling to join our us and help lead and deliver the work of Pilgrims' Friend Society in this new phase of its development.

Stephen Hammersley

From the Director of Property Services Hugh Lambourne

As a Property Services Manager, you will join a team of property professionals dedicated to keeping our homes safe, well-maintained, and compliant with legislation. Equally important is ensuring our properties are attractive and supportive environments for the care and wellbeing of the older people who live with us.

This is a hands-on role, involving visits to our properties, liaising with on-site teams and residents, identifying needs, preparing specifications, obtaining quotes, and managing projects and budgets. Our diverse property portfolio offers a mix of sizes, ages, and types of buildings, and you will play a key role in reducing

reactive maintenance while improving planned and preventative works.

Representing Pilgrims' Friend Society, you will engage with contractors, consultants, and residents, so a warm, professional, and approachable manner is essential.

We are looking for an experienced and qualified property professional with a heart for our work, committed to maximising our properties' potential and stewarding the Society's resources wisely.





About Pilgrims' Friend Society

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 17 sites in England and Scotland. While the majority of our work is in residential care homes, our independent living housing schemes are communities of older Christians where safety and security come hand-in-hand with fellowship.

We also work to help equip and inspire churches that minister to older people in their communities through resources and training. Our Support Office provides HR, marketing and communications, finance and property services 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.

**“ Even to your
old age and grey hairs
I am He, I am He who
will sustain you.”**

Isaiah 46:4

Our values: principles and practice at Pilgrims' Friend Society

Welcome to Pilgrims' Friend Society. 'Our values: principles and practice' is your introduction to our culture and the way we do things around here.

Our culture is rooted in our four values – compassion, community, transparency and excellence – and, as a Christian organisation, these values are all grounded in the Bible's teachings. Whether you live or work with us, are thinking about living or working with us, support us as a charity, or connect with us as professional service, our values will guide the way we interact with you.



Compassion

Compassion is at the heart of how we interact with people. Having compassion helps us treat each individual person as unique and precious and as we would want to be treated.

This means that we offer loving care through relationships based on empathy respect and dignity, we get alongside people and show grace to those who are struggling, and do what we can to ease people's burdens, and we find new ways to care well for older people.

Ephesians 4:32
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 support and helpful challenge.

This means that we are a community of people who share life together, celebrating victories and supporting each other during difficult times, committed to one another and seeking to give of ourselves and receive of other people.

1 Corinthians 12:26
Philippians 2:3–4





Transparency

We believe that being honest and open is crucial as this allows trust to be built in our communities. Truthfulness is important and helps us to do excellent work, learning and growing together as we go.

This means that we are honest with one another, asking for what we need and telling the truth. We avoid shame, are open about problems and mistakes, and seek to find solutions when the need arises. We listen respectfully to each other and when we disagree, we do so without conflict.



Ephesians 4:25
Proverbs 28:13



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.

We aim for excellence in everything that we do, making sure that we are going above and beyond to support those in our care. We do things as well as we possibly can, not cutting corners or seeking an easier way out. We steward our resources faithfully and carefully, and we seek out opportunities to get better at the work we do.



Colossians 3:23
Titus 2:7

*From these values we have built the four pillars of our work: **The Way We Care, The Way We Live, The Way We Work, and The Way We Lead.***



Our *four pillars* of practice

The Way We Care

...is our bespoke approach to caring for those who live with us in our care homes. At its heart is a commitment to understanding the whole person, including their spiritual needs. It is rooted in five key principles:

- Those who live with us are 'family members'
- We get to know each person individually
- We resource and train our staff appropriately
- Person-centred care means we respond to needs not routines
- We take the 'feelings matter most' approach to those living with dementia

The Way We Live

...is what guides our communities in our independent living housing schemes and is built on the following foundations:

- We aim to create communities where Christian life and fellowship can flourish
- We value and support those we serve as part of the community
- We recognise and respect each individual's unique needs
- We equip and train our staff to deliver the highest standard of service
- We foster a culture of dignity, choice, and inclusion within our denominationally diverse Christian community
- Compassion and empathy are at the heart of all we do
- We strive to create a safe, nurturing environment where everyone feels they belong

The Way We Work

...outlines what we expect from those who work with us. It is a framework created around five key points:

- We highly value our work and the impact it has on the charity
- We take immense pride in our work
- We go above and beyond to care for the people who live with us
- We will go out of our way to recognise the value of each other's contributions
- We make sure that the information we provide to one another is correct
- We talk about tough things together in a kind and honest way

The Way We Lead

...is what we expect from our leaders across the organisations and is rooted in the following principles:

- We are open to the people we work and live with
- We create clarity by communicating well and often
- We take accountability for performance and set high expectations
- We create a culture where people feel safe
- We live out the behaviours that we expect



About the role

The main purposes of the role

- To ensure the provision of safe, warm, dry, comfortable properties and a speedy, efficient response to repair requests and needs
- To develop, maintain and supervise planned and preventative maintenance systems and contracts
- To ensure that our properties are attractive and provide an environment that facilitates the excellent care and support our operational colleagues strive to provide to our older brothers and sisters who live with us
- To promote good relationships with occupants, and our managers, in the provision of services, and be committed to the principles of consultation in matters that subsequently affect the home/scheme and their occupants
- To work closely with other departments within the organisation to ensure that the highest quality of service is maintained

Where you fit into the team

- You are responsible to the Director of Property Services
- There are no direct staff responsibilities attached to this post, but you will be required to advise the on-site Maintenance Officers on technical matters and assist in their training as required. This may at some point progress to line management

Duties of Property Service Manager:

Maintaining proper financial control of maintenance expenditure within agreed budgets and ensuring financial probity by:

- Working with the Director of Property Services and Directors of Finance and Operations and to agree maintenance budgets
- Making recommendations on future cost planning
- Employing agreed systems of adequate cost control and monitoring of expenditure against budgets
- Taking responsibility for proper authorisation of orders, invoices, accounts, etc., in line with agreed policies



Duties of the *Property Manager*

Providing an efficient, economic and sensitive day-to-day repairs service to occupants by:

- Having a working knowledge of both legal and contractual obligations of the Society and those who occupy and use its accommodation
- Establish as necessary and monitor and review a select list of maintenance contractors
- Offering technical advice and support to Maintenance Officers in relation to repair solutions
- Preparation of budget estimates, drawings and specifications, tenders, orders and carrying out of project management services
- Ensuring that effective liaison is constantly maintained with the Support Office management and staff, home managers, etc

Implementing the Society's policy regarding cyclical maintenance by:

- Agreeing with Directors and Managers the annual programme of works
- Making adequate arrangements for pre-works inspections
- Ensuring completion of both pre-painting repairs and painting within agreed timescales, on either an individual jobbing basis or by contract
- Ensuring that systems allow for consultation with all stakeholders

Developing and Maintaining the planned maintenance system by:

- Implementing full condition surveys of the existing stock
- Assist in establishing and maintaining a property information and asset systems (Maintenance Forecast, Asbestos Register, etc)
- Developing, maintaining and administering systems to ensure the Society obtains good value for money
- Developing and maintaining cost control and management information systems

- Developing and maintaining the departmental library of specifications and good working practices, (e.g. Standard details, Specifications, Building Regulations, British Standard Codes of Practice, etc.)
- Maintaining and storing all contract information and architectural drawings for possible future departmental use
- Working with the Director of Property Services and Directors of Finance and Operations and to agree funding strategies
- Advising on life cycle maintenance investment decisions
- Tendering, monitoring and supervision of long special baths, fire alarms, nurse call systems, etc)

Dealing with major capital repairs by:

- Identifying areas of likely capital expenditure on both preventative works and improvements
- Liaising closely with the Director of Property Services and Directors of Finance and Operations regarding priority of such works
- Preparation of bids to the relevant funding bodies as appropriate



Continued...

- Liaison with Architects, Quantity Surveyors, Engineers, CDM Principle Designers etc. as appropriate, over preparation of specifications, drawings and letting of contracts
- Liaison with representatives of statutory authorities (e.g. Fire Officers, Planners, Building Control, etc.)
- Providing regular progress reports on major repairs contracts

Miscellaneous

- Participating in Maintenance Officers' interviews, induction training and annual appraisals as required, in conjunction with the home Managers (or other Society senior officers as appropriate)
- Developing and maintaining approved procedure manuals for staff
- Liaison with statutory agencies such as local authorities, legislative bodies, etc
- Preparation of monthly reports and supporting analysis papers for the Director of Property Services in relation to ongoing and forecast work and budgets
- Attending and presenting reports/training as required at Managers' /Maintenance Officers' meetings conferences
- Attending Maintenance Forecast and Finance meetings
- Drafting, updating and operating Property Administration Policies
- Providing advice on matters relating to Health and Safety, particularly with regard to the CDM Regulations
- Carry out any other duties reasonably required to ensure the smooth operation of the Society's business in relation to property and equipment



About you

Experience

- Qualified building surveyor, architectural technician, project manager, quantity surveyor or similar qualification
- Building defect identification and maintenance procurement and management
- Property maintenance surveyor role
- Facilities and asset management
- Building project and repairs management

Skills and personal qualities

- The post is required to be filled by a Christian
- Genuine interest in working with people, both as a manager and as internal customers
- An ability to work under pressure for tight deadlines etc
- Able to quickly learn & adapt to new situations and take a flexible approach
- Physically able to travel to existing and new sites and carry out surveys, inspections etc
- Problem solving and logical thinking
- Able to write concise reports
- Able to prepare estimates, drawings and specifications for projects and project manage them
- Computer literate and able to work in Excel, Word, etc
- Good presentation skills
- Well-developed ability to read drawings
- Willing and able to work from home
- Willing and able to travel extensively as the role requires
- Current, clean driving licence, valid for UK driving



Terms *and* conditions

SALARY: £53,116 per annum

HOURS: 40 hours per week

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 and over). Subject to three months postponement at start of employment.

OTHER BENEFITS: Life Assurance of two times salary for those in the pension scheme, hybrid working, flexible working hours, long-service rewards, birthday rewards, Perkbox rewards, Employee Assistant Programme (EAP), and Medicash

LOCATION: Remote working

TRAVEL: Site visit once a month to allocated sites

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 practicing 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

If you would like to apply for this exciting role, please send the following to the recruitment team at recruitment@pilgrimsfriend.org.uk

A FULL CV OUTLINING YOUR CAREER HISTORY TO DATE. PLEASE INCLUDE:

- 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

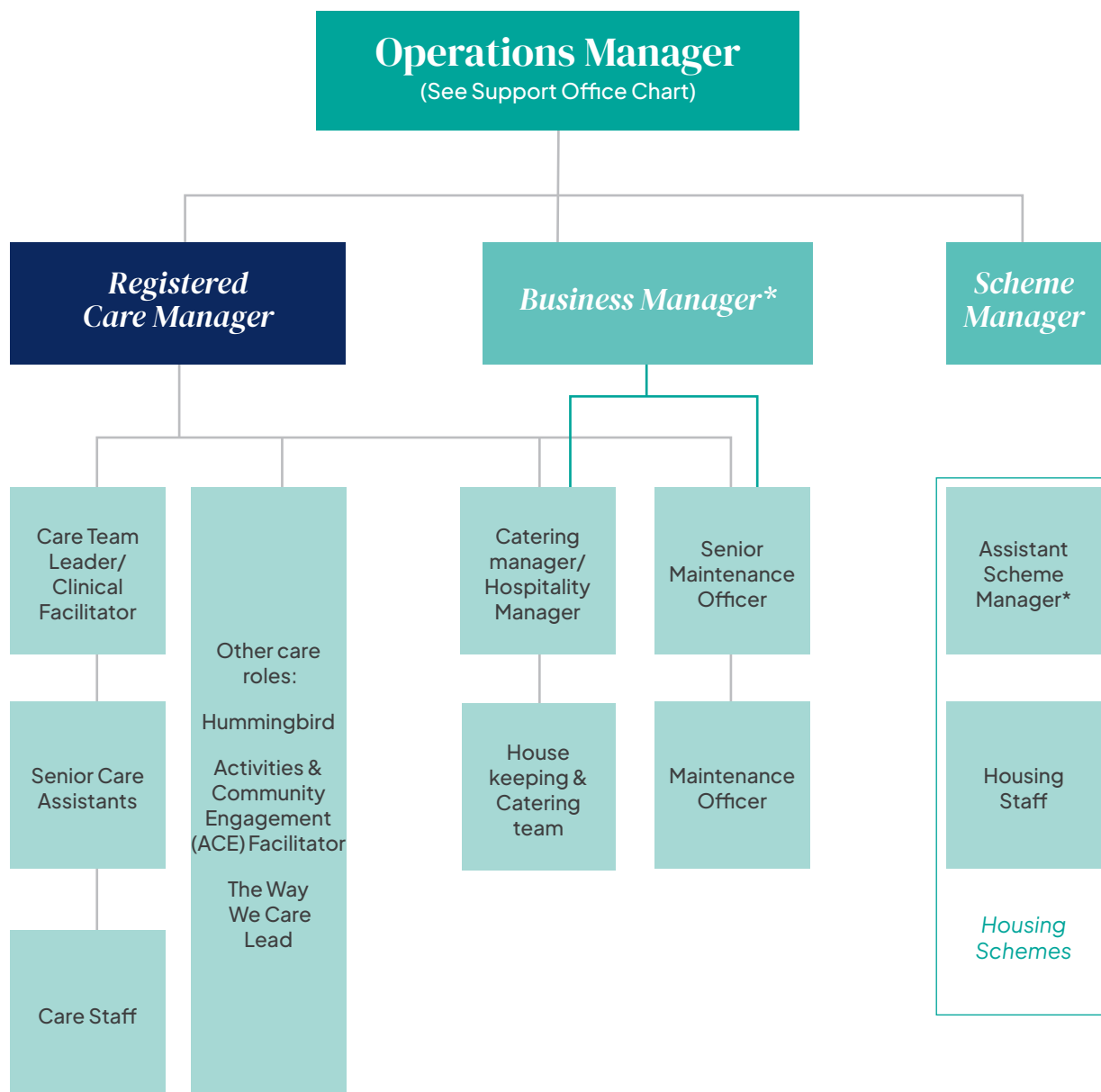
The closing date for applications is **Monday 26th January**

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 Teams. Final stage interviews will be held in person. Location TBC.

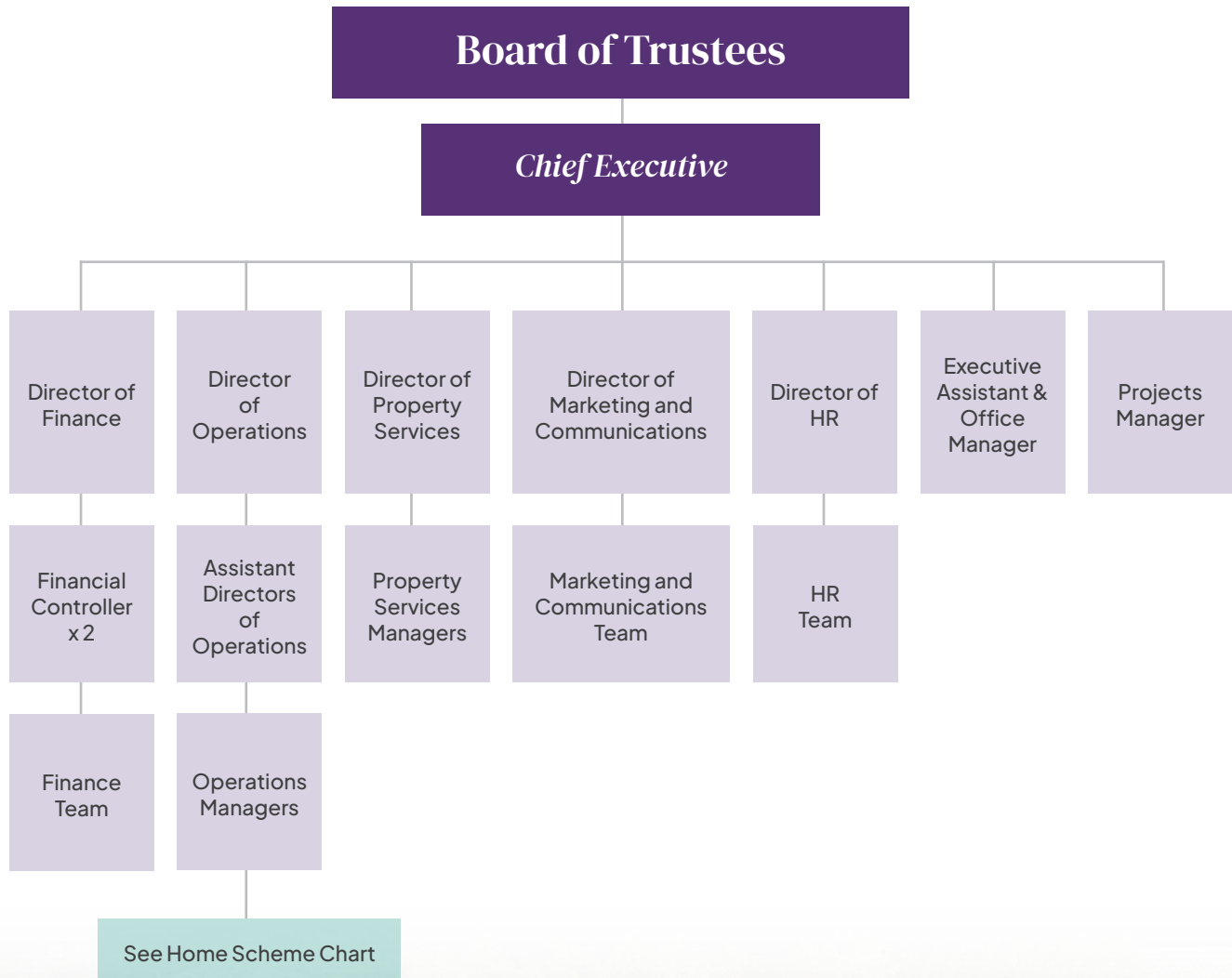
All candidates will be expected to agree to our Basis of Faith and we will take references from your church minister as well as the usual employment references.

Homes, schemes, and other services



*Not all homes/schemes have a Business Manager or Assistant Scheme Manager

Support Office



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.



www.pilgrimsfriend.org.uk

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