



We're recruiting a
**Housing Operations
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.

A handwritten signature in blue ink that reads "Stephen Hammersley".

From the DIRECTOR of Operations,

Maureen Sim

The Housing Operations Manager is a key leadership role within The Pilgrims' Friend Society, responsible for ensuring our housing services are safe, well-managed, and thriving communities for older people.

This role combines strategic oversight with hands-on leadership, providing support and guidance to housing managers while driving the delivery of our Housing Strategy 2025–30.

We are looking for an inspiring leader who can foster strong, cohesive teams, improve resident satisfaction, and ensure compliance with legislation and best practice.

You will have the opportunity to shape the future of our housing services, enhancing the lives of residents and strengthening the communities in which they live.

This is a unique opportunity for an experienced housing professional to lead with vision, faith, and impact.

We look forward to hearing from you!





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

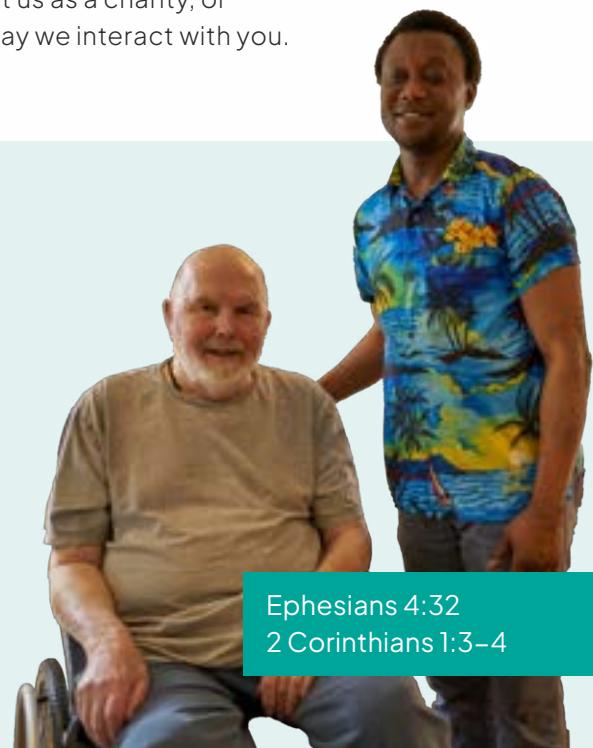
Welcome to Pilgrims' Friend Society. 'Our values: principles and practice' is your introduction to our culture and the way we do things around here.

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 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.



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.





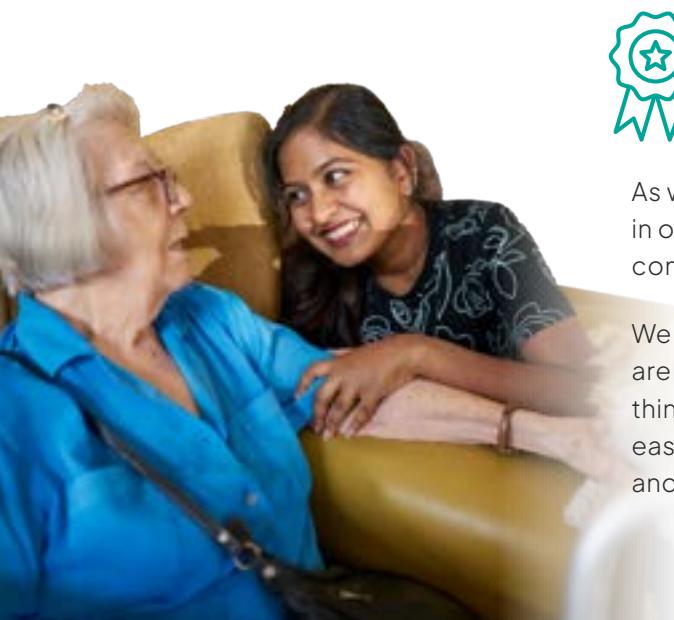
Transparency

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 denominational 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 purpose of the role

To lead and manage housing operations in line with the Housing Strategy 2025–30, embedding “The Way We Live” framework and ensuring excellent service delivery to residents.

The role will drive operational efficiency, financial compliance, and customer satisfaction while promoting organisational values and charitable purpose.

Where you fit in the team

Responsible to Assistant Director of Commercial (ADC)

You are responsible for all Housing Managers

Duties of the Housing Operations Manager

- Implement the Housing Strategy 2025–30 and associated action plans.
- Oversee tenancy and estate management, allocations, and resident engagement.
- Ensure compliance with housing legislation and internal policies.
- Manage budgets within agreed tolerances and monitor service charges.
- Line-manage housing managers and promote a culture of innovation and accountability.
- Develop the Housing Team cohesion, interaction and perceived managerial support.
- Drive initiatives to improve resident satisfaction and community wellbeing. Provide pastoral support and leadership to the housing managers and their communities.
- Maintain health and safety standards and ensure safeguarding and GDPR compliance.
- Hold resident’s meetings and engage them in the running of their community with regular prayer, consultation and community building.
- Oversee the delivery of clean, safe, attractive properties.

Key Performance Indicators (KPIs)

- Achievement of Housing Strategy 2025-30 milestones.
- Budget adherence within agreed limits. (+/- 10%)
- Resident satisfaction scores above target thresholds (85%)
- Compliance audits with zero major non-conformities.
- Staff engagement and development metrics achieved.

About you

Experience

- Proven leadership in housing operations and strategic planning.
- Experience in budget management and compliance oversight.
- Track record of delivering customer-focused services.
- Track record of developing remote teams

Skills and personal qualities

- CIH Level 4 or equivalent desirable.
- Degree in housing management or related field preferred.
- Strong communication and stakeholder engagement skills.
- Analytical and problem-solving abilities.
- Ability to lead and motivate teams effectively.
- Ability to host meetings, give devotionals, lead prayer and provide appropriate pastoral support.
- Commitment to organisational mission and resident-centred service.
- Integrity, accountability, and respect for diversity.

Terms *and* conditions

SALARY: £58,975 per annum

HOURS: 40 hours per week with "On-Call"

HOLIDAY ENTITLEMENT: [holidays] (pro rata)

PENSION: Contributory pension scheme, with a minimum employee contribution of 5%. Pilgrims' Friend S 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, remote working, company car, flexible working hours, long-service rewards, birthday rewards, Perkbox rewards, Employee Assistant Programme (EAP), and Medicash

LOCATION: Remote working

TRAVEL: You will be required to travel to our housing schemes 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 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

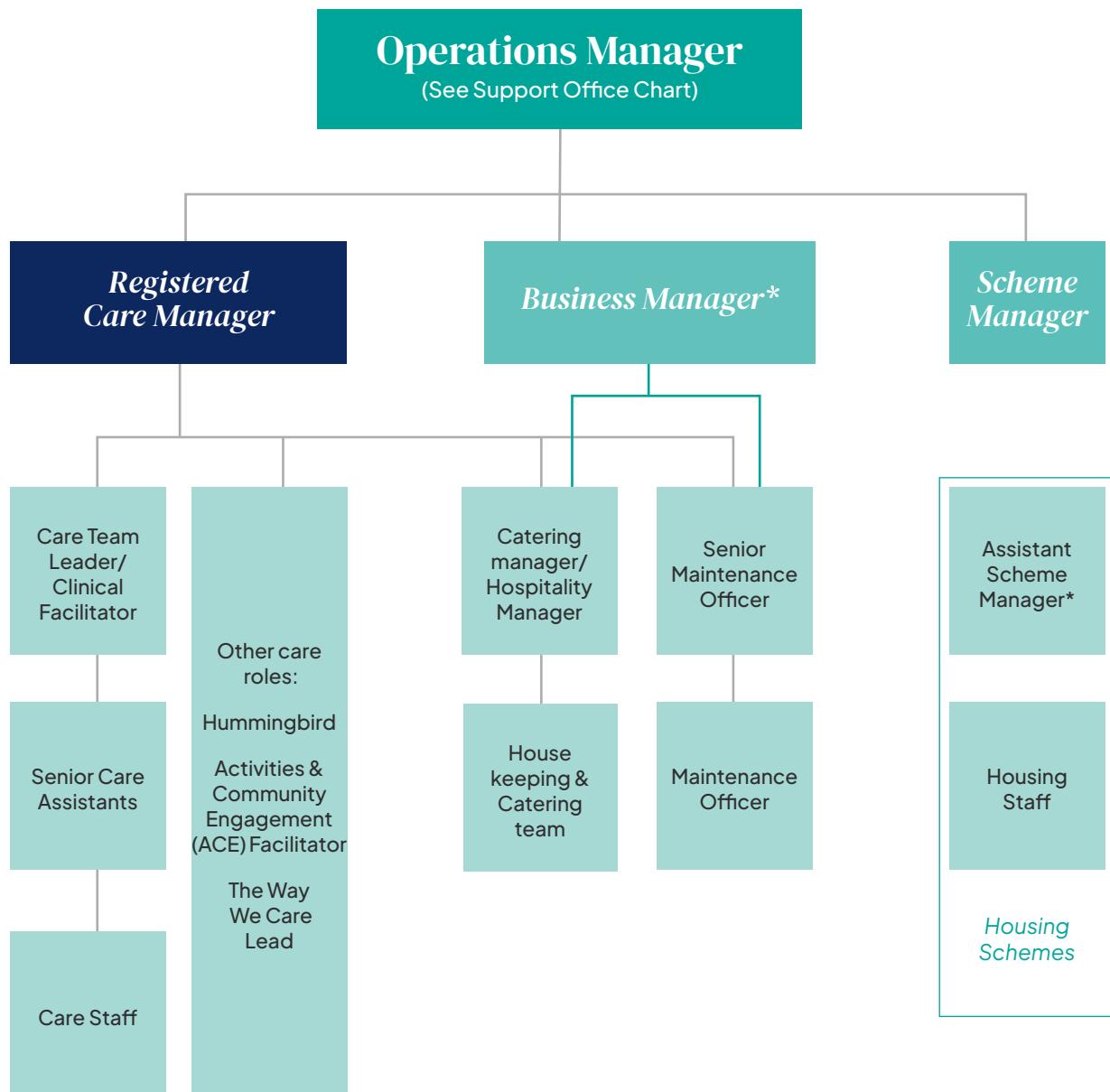
All applications will be considered immediately after the closing date and candidates informed if they have been shortlisted for first interview.

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.

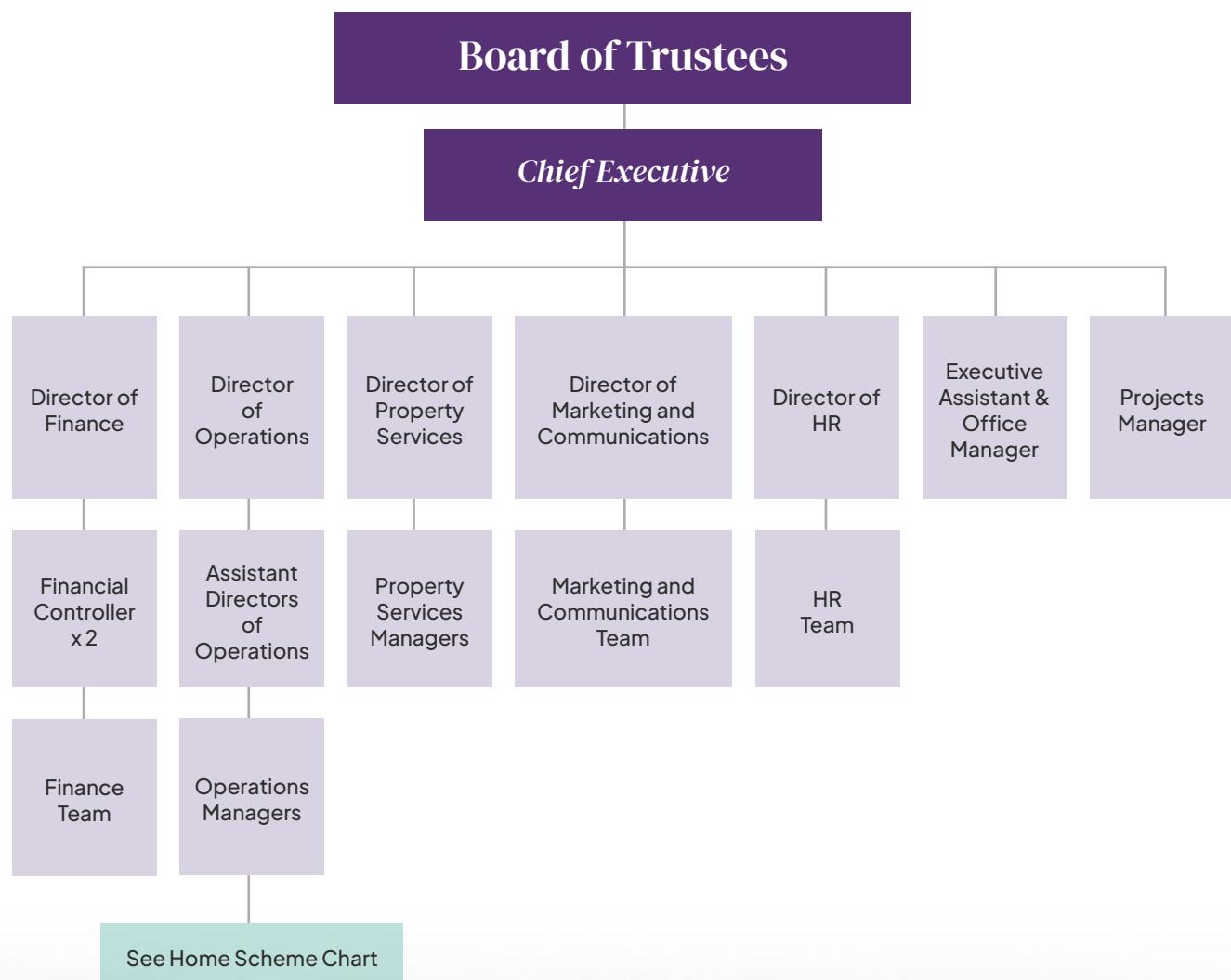
We are committed to having a diverse senior management team and we encourage applications from disabled and Black, Asian, and Minority Ethnic candidates, as these groups are underrepresented on our senior management team at present.

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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