



*We're recruiting a*

# Senior Payroll 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 14 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 HR,** **Joshua Field**

As part of the Pilgrims' Friend Society Support Office, our Payroll team plays an essential role in supporting and valuing our staff through accurate payroll, pensions administration, and compliance.

Behind the scenes, we help provide the stability that enables our care teams to focus on delivering outstanding, Christ-centred care to older people across our homes and schemes.

With more than 700 employees across multiple locations, our payroll function is varied, complex, and highly important. From monthly payroll processing and HMRC reporting to pensions management

and TUPE transitions, accuracy and attention to detail are critical. As Senior Payroll Manager, you will lead this vital function, line manage the Payroll & HR Assistant, and help ensure we continue to deliver a high-quality, trusted service across the organisation.

At Pilgrims' Friend Society, we are building on more than 200 years of Christian care rooted in compassion, professionalism, and faith. This role offers the opportunity to use your expertise to support our people, strengthen our systems, and contribute to the ongoing mission and future of our growing organisation.

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

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 your job are:

You are responsible for ensuring efficient and effective HR services.

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

## Where you fit into the team

You are responsible to the Director of Human Resources (HRD).  
You are responsible for the Payroll & HR Assistant.

# Duties of *Senior Payroll Manager*

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 Pilgrims' Friend Society home, home transferred into Pilgrims' Friend Society via TUPE, home continuing as separate legal entity)
- ### **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

# Duties

- 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 Pilgrims' Friend Society's legacy Unfunded Final Salary Pension Scheme (only 1 member left as of January 2025!)
- Onboard new homes and schemes into Pilgrims' Friend 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

- Develop and maintain internal controls to minimise risk, payroll errors and compliance risks
- 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

## Payroll Systems & Technology

- Own the design, configuration, user accepting testing UAT, and ongoing optimisation of payroll and related systems (including Sona, payroll software, and rostering integrations)
- Ensure robust integration between payroll, rostering, HR, and finance systems to support accurate and efficient data flows
- Maintain system controls and ensure data integrity across payroll inputs and outputs
- Support the transition from legacy payroll practices to integrated, system-led workflows

## 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
- Work closely with HR, Finance, and Operations to ensure payroll systems support organisational need
- Provide expert input into organisational projects impacting payroll, workforce data, or reward structures

# About you

- Able to manage and organise workload
- At least 5 years' payroll experience, including knowledge of PAYE and related issues
- Experience using SAGE Payroll 50 (desirable) or similar systems
- Computer literate (must be able to use Microsoft Word, Excel and Outlook)
- Strong attention to detail
- Reliable and responsible
- Able to think outside the box
- Good interpersonal skills
- Communicate effectively with colleagues
- Able to work effectively as part of a team
- Able to work without supervision when required and prioritise effectively
- It is a genuine occupational requirement that the post-holder is an Evangelical Christian, able to agree with our Doctrinal Basis of Faith

## **Desirable**

- Strong understanding of integration between payroll, HR, and rostering systems
- Experience of process improvement and automation in payroll environment

Note that this job description may be expanded or adjusted from time to time according to the needs of the department and the competency of the post-holder.

# Terms *and* conditions

**SALARY:** £45,000 to £52,000

**HOURS:** 35 hours per week

**HOLIDAY ENTITLEMENT:** 25 days plus BH

**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, flexible working hours, long-service rewards, birthday rewards, Perkbox rewards, Employee Assistant Programme (EAP), and Medicash

**LOCATION:** Remote

**TRAVEL:** There will be occasions for you to travel to our homes, schemes, and Support Office when required.

## 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](mailto:recruitment@pilgrimsfriend.org.uk)

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

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

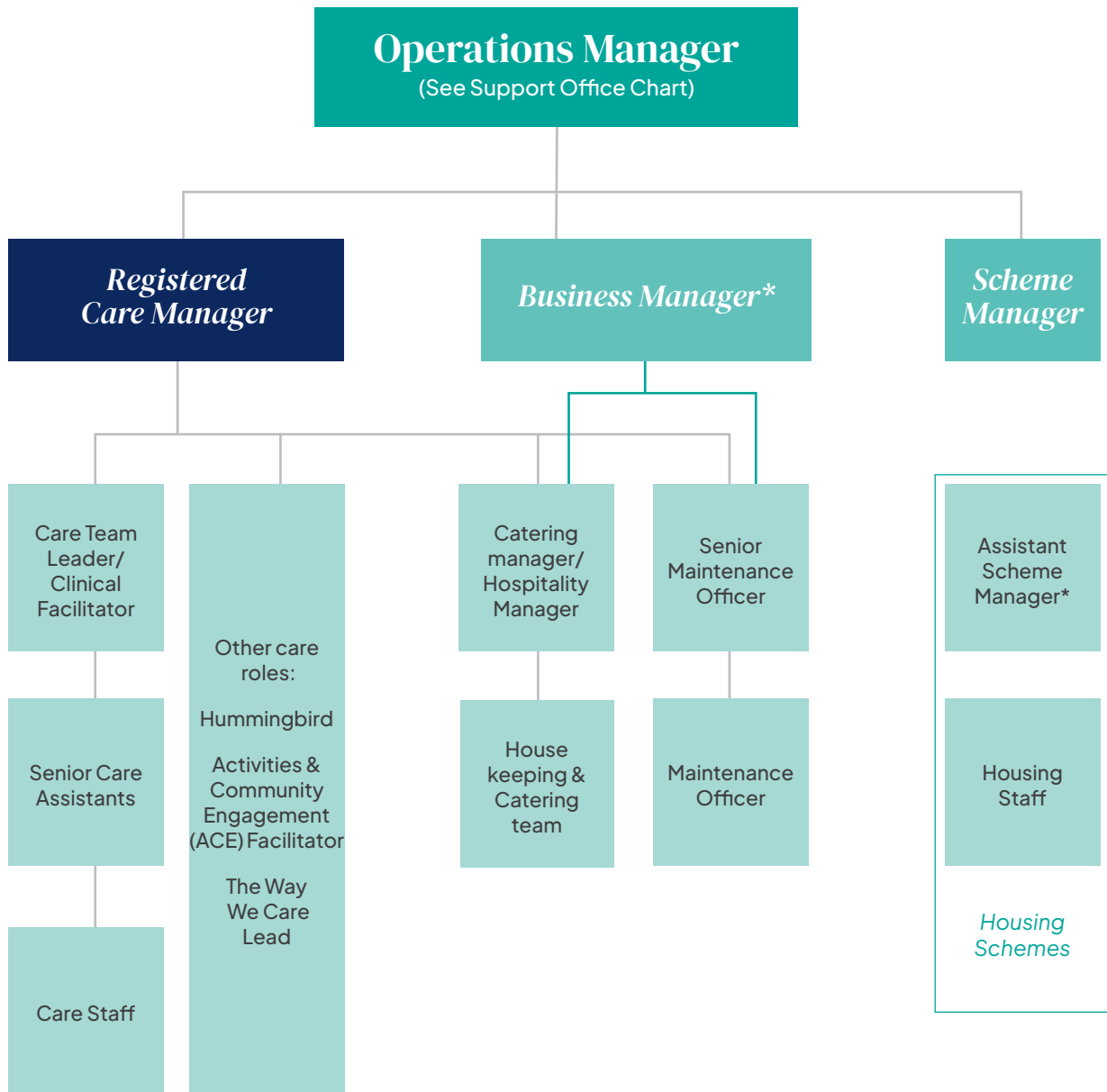
The closing date for applications is **9th June 2026**

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 in person at 175 Tower Bridge Road, London, SE1 2AL. Final stage interviews will be held on Teams with the CEO.

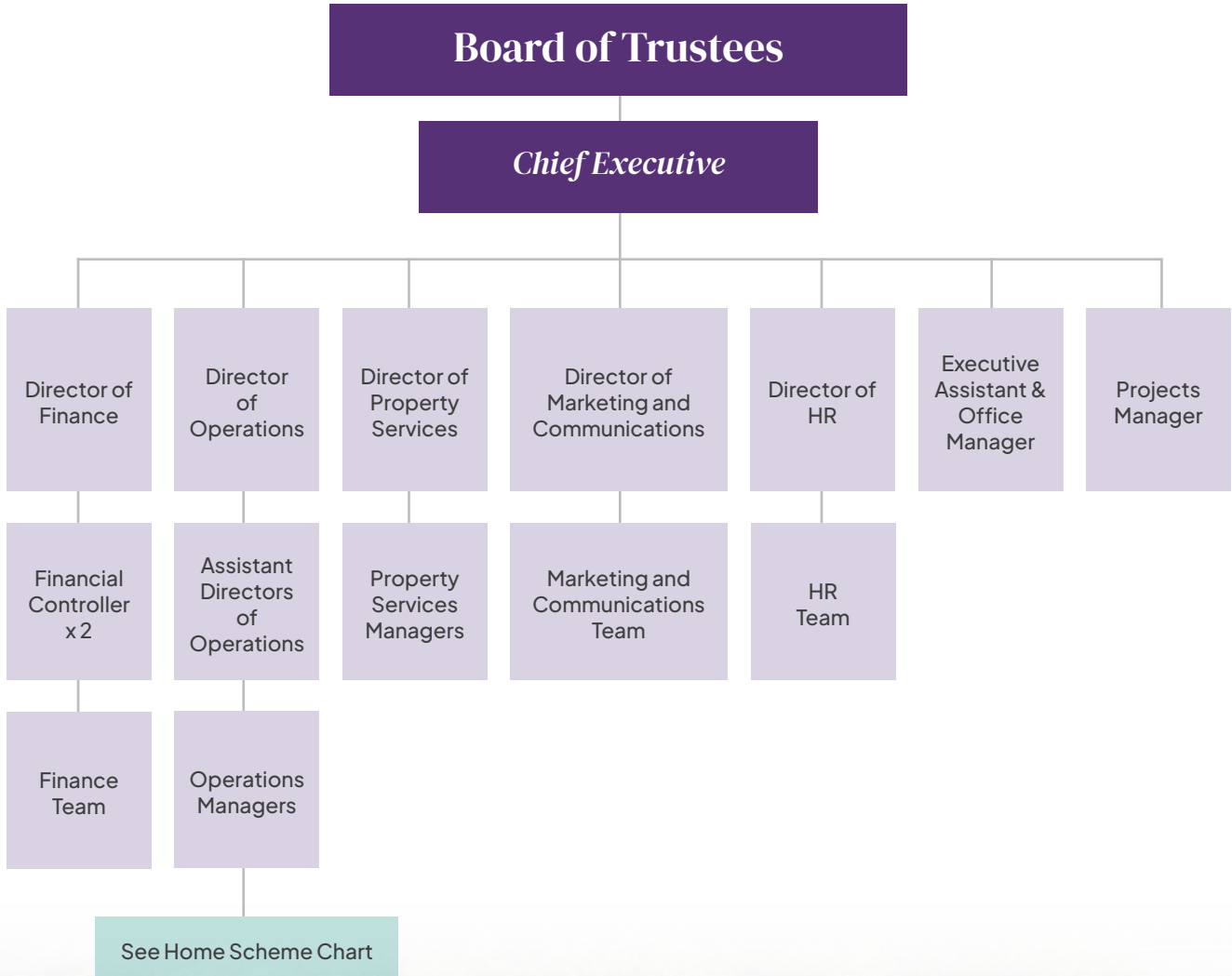
All candidates will be expected to agree to our Basis of Faith and we will take references from your church minister as well as the usual employment references.

# 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](http://www.pilgrimsfriend.org.uk)

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