

We're recruiting a
**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.

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 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

- To assist the Director of Operations (DO) in leading the delivery of Pilgrims' Friend Society's front-line housing and care services
- To assist the Director of Operations in leading the delivery of Pilgrims' Friend Society's Vision of Care for people living in our residential homes
- To oversee implementation of Pilgrims' Friend 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; Pilgrims' Friend Society 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 you fit into the team

You are responsible to the Assistant Director of Operations (ADO).
You are responsible for Registered and Business managers.

Duties of an *Operations Manager*

Work closely with the DO/ADO and other members of the Management Team in the implementation and attainment of Pilgrims' Friend Society's short and long term strategic objectives;

- To line manage a portfolio of managers undertaking supervisions and appraisals and using Pilgrims' Friend 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 Pilgrims' Friend 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 Pilgrims' Friend 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
- 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 Pilgrims' Friend 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 Pilgrims' Friend Society
- Expected to attend the Pilgrims' Friend Society morning prayers on Zoom, when working in the office

About you

Experience

- Three years' management experience in a residential care setting
- Management skills training

Skills and personal qualities

- 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
- Able to follow verbal/written instructions
- IT literate (MS package including Excel & Outlook)- electronic care plans & auditing
- Ability to counsel and advise managers and other staff as required
- Able to conduct training to various levels of staff

Knowledge and Qualifications

- Appreciation of the needs of older people
- Knowledge of health issues affecting older people
- Knowledge of and application of confidentiality and professional boundaries
- Interest in current affairs, particularly in relation to social care
- Relevant health and social care qualification (e.g; Level 5 Leadership in Health & Social Care or nursing qualification)
- Willingness to participate in training and attend relevant staff meetings
- Awareness of self-development

About you

Values

- 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
- Able to organise own work, diary and commitments and take full responsibility for decisions
- Ability to work under pressure and cope with many things happening at once
- Able to handle emergencies and stressful situations in a calm and appropriate manner - ability to be depended upon by others
- Supportive of trustee and senior staff decisions and policies (even when contrary to own opinion)
- Resilient – Stays positive in the face of adversity

Other

- 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 Protestant 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: £58,500 – £65,000 per annum

HOURS: 40 hours per week (with on-call duties)

HOLIDAY ENTITLEMENT: 25 days plus Bank Holidays

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, hybrid working, flexible working hours, long-service rewards, birthday rewards, Perkbox rewards, Employee Assistant Programme (EAP), and Medicash, includes company car

LOCATION: Remote

TRAVEL: There will be requirements 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 Basis of Faith.
- 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:

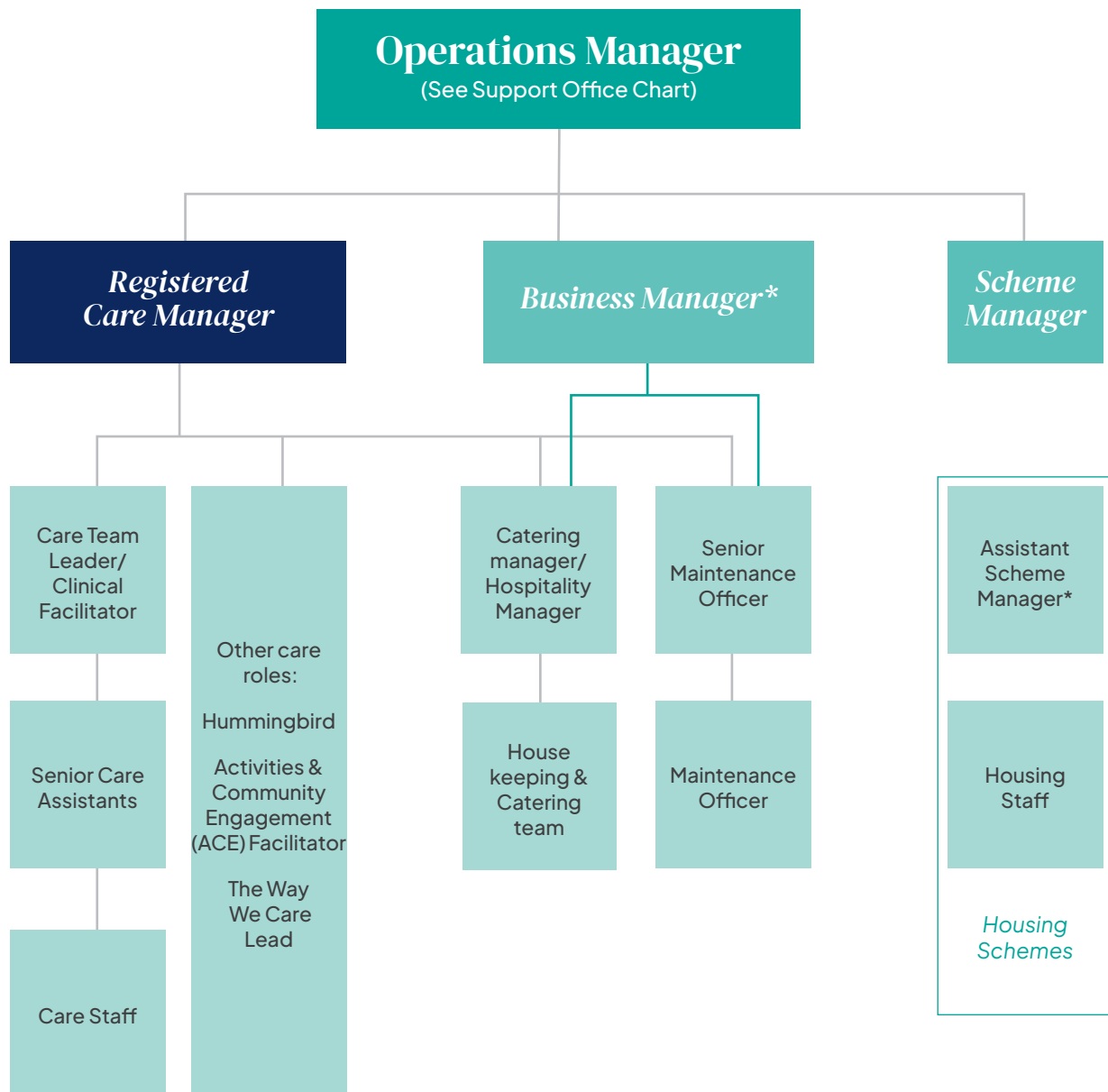
- your latest remuneration and benefits
- a covering letter, of no more than two pages in total, outlining how you meet the criteria set out in the person specification and your reasons for applying

First stage interviews will be conducted by Teams, Final stage interviews will be held at one of our sites.

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.

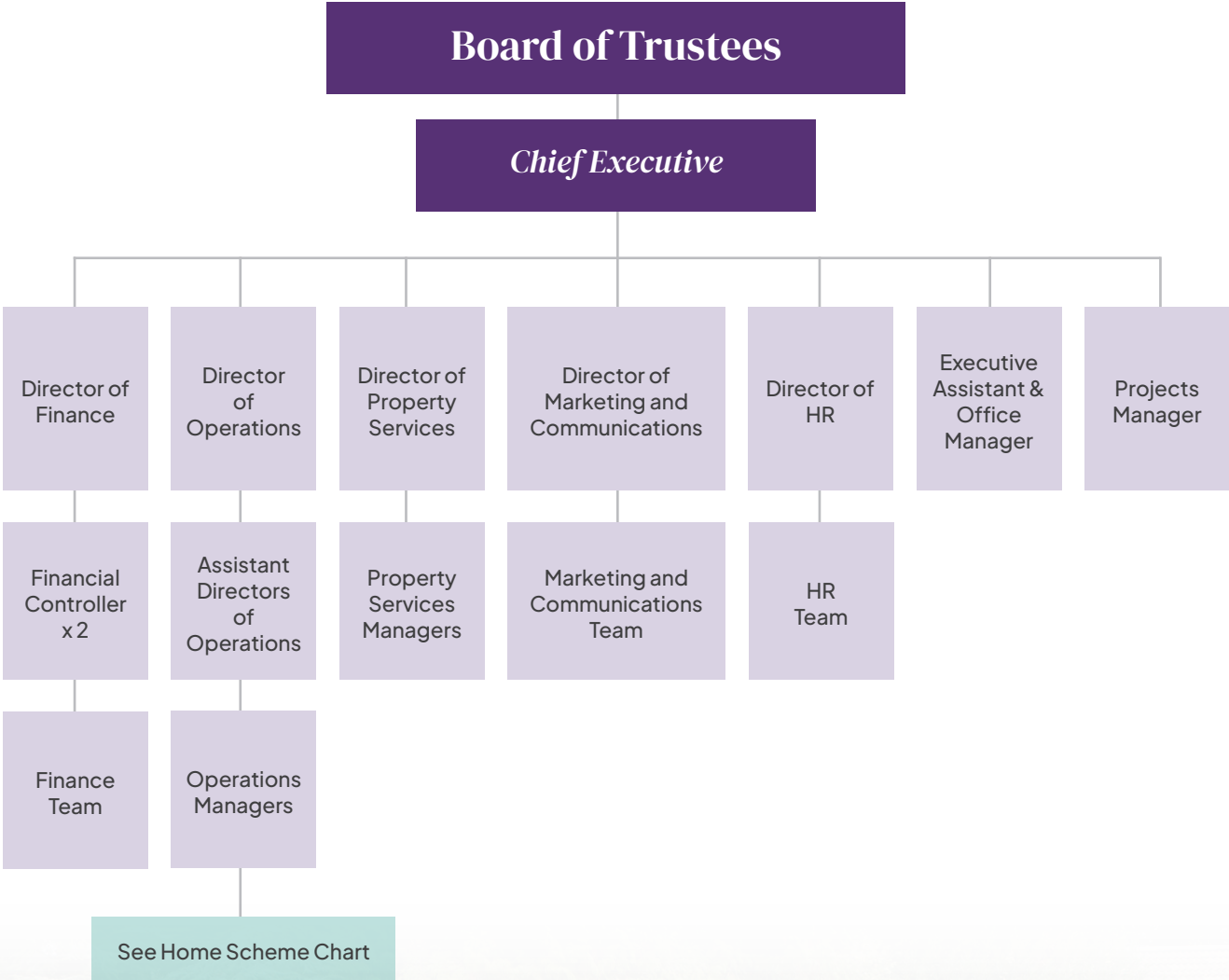
We are committed to having a diverse senior management team and we encourage applications from disabled and Black, Asian, and Minority Ethnic candidates, as these groups are underrepresented on our senior management team at present.

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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