



Job Title	Facilities + Site Manager Ashford (internal name: Hospice Service Manager)
Reporting to	Dep CEO / Director of Operations (profile below)
Line Manager to	Maintenance team, Domestic team Gardeners and Volunteers
Salary	£39,173 per annum
Contract	Permanent Full time
Based at	Hythe Road, Willesborough, TN24 0NE
Closing Date for your Application	Midday Monday 27 th January
Interview Date/s	Wednesday 5 th and Thursday 6 th February
Contact for Questions	About the process: hr@pilgrimshospices.org About the role: jon.sillett@pilgrimshospices.org
Website	www.pilgrimshospices.org



What you'll be a part of:

At Pilgrims, we believe in creating a space of hope, dignity, and support, not only for people with life-limiting illnesses but for their families as well. Our locations in Canterbury, Ashford, and Thanet provide a wide range of services, from inpatient care to hospice at home and community programs—all focused on helping patients live well, no matter their diagnosis.

"I've never worked somewhere that is quite so lovely"

Far from being places of sadness, our hospices are places of life—where people can find joy in moments, no matter how small, surrounded by family, friends, and compassionate care teams. We don't just treat symptoms; we offer emotional, spiritual, and social support to ensure both patients and their families are uplifted. Whether it's through sharing laughter, enjoying a favourite activity, or simply making cherished memories, we aim to bring happiness to every day.

Being part of the Pilgrims team means that your role contributes to something much greater - helping create an environment where families find strength, comfort, and even happiness during difficult times. Whether you're working behind the scenes or on the front lines, every contribution plays a crucial part in enabling us to provide free, compassionate care to over 2,500 people each year.

You can read more about working at Pilgrims on our website and our social media. If you are reading this digitally, you can click the links below.



The Role in One Paragraph

In this role you'll ensure the Hospice is safe, welcoming, and efficient for everyone. From maintaining our interiors and gardens to managing health and safety, fire protection, and sustainability, you'll ensure everything runs smoothly and meets standards. Your work will make a tangible difference, creating a space where people can thrive. If you're a problem-solver who enjoys leading a team and making an impact, this role is for you!

For all the detail about this incredible role keep reading...

Your Team

At Pilgrims, we believe in the strength of mutual support. While our organisation is exceptional, your true success and job satisfaction come from your manager and team. They are the ones who make a huge difference to you feeling content in your role. So, here are some important details:

Your Manager

Your line manager will be Jon Sillett. Jon is Pilgrims' Deputy CEO and Operations Director for Hospice Services. Jon has been part of the Pilgrims story since 2011. Jon is responsible for this role and the others that keep the foundation of our three hospices running- maintenance, catering, facilities and administration.

Your Colleagues

Pilgrims operates three hospices across East Kent: Ashford (where this role is based), Canterbury, and Thanet. Each hospice has its own Facilities & Site Manager (internally referred to as Hospice Service Manager), exactly like this position.

Your counterparts in Canterbury and Thanet will perform the same role as you, leading their own teams of paid staff and volunteers. These three roles collaborate closely, sharing expertise, tackling challenges, and supporting one another, ensuring you always have someone to turn to for advice and guidance.

Additionally, the roles provide mutual cover, so when you take annual leave, your responsibilities will be managed seamlessly by your colleagues. This ensures you can return to work without the stress of catching up or facing an overwhelming backlog.

Your Reports

This role is unique and not only manages a team of paid staff including domestic, maintenance and gardening, but also looks after some of our incredible volunteers who keep the organisation going.

Paid staff

Maintenance: 2

Domestic/cleaning: 8 (mix of part and full time)

Volunteers

Garden / patient room flowers: 10+

Reception and other tasks: Rotating team of at least 3 per shift

Many of our volunteers have been giving up their time at Pilgrims for over 5 years. Why do they do it? Because they know how much difference is made and that the hospice is such a lovely happy place to work.

'At the hospice, there is a clear philosophy that when you've finished work, you've finished work- you're not expected to take work home with you. I'm so much happier'

The wider organisation

Pilgrims Hospices provide care and support for patients with life-limiting illness and their families in wards and private rooms thoughtfully designed for comfort and care.

As well as caring for their medical needs, we support our patients to feel comfortable and happy, whether by spending time in our beautiful gardens, having pamper days, playing a board game with their loved ones, eating their favourite meal or whatever is special to them.

If you are reading this online, you can click the thumbnail below to watch a short video about Pilgrims



To find out more about the other teams and get an idea about the size of the organisation and exactly where this role sits, please see the Organisational Chart included at the end of this job pack

A Note from the Outgoing Post-holder

Dear reader

Pilgrims Hospice is a worthwhile invaluable charity, the staff working here are all hardworking and passionate, working within this team in itself is rewarding, in fact a privilege.

The role has a purpose and is meaningful. Working within the hospice building you get to see every day how it matters to the patients and their families. It is a varied role,

no two days are the same. There is plenty of support for staff wellbeing, the team are hardworking, passionate, caring and work with dignity, but there is still plenty of fun and laughter.

Wendy Kelk

Our Vision

“Of a community where people with a terminal illness and their family and friends are supported and empowered to live well in mind and body until the very last moment of their life”.

We recognise that our workforce is integral to the delivery of [our Vision](#) and our charitable aims. Pilgrims Hospices continues to create a highly skilled, motivated, engaged and healthy workforce by providing an environment where staff and volunteers feel highly motivated to perform their roles to a consistently high standard, and actively role model our charitable behaviours and values.

To achieve [our Vision](#), we have a shared set of values and behaviours that enable us to be the people and the charity that patients and their loved ones need us to be. They form [our CODE](#), which guides us in our daily working and decision making:

Compassionate We treat everyone with compassion and care

Open We communicate openly, honestly and effectively

Dynamic We are dynamic, improving and developing our service

Empowered We empower people to achieve their outcomes



Your Key Relationships

At times you'll work with all colleagues across Pilgrims as we all have specialisms to share with one another, but the most important working relationships outside your immediate team will be:

Clinical

Whilst you manage the site ensuring that it works as well as possible. You'll work with the clinical team to ensure the hospice works effectively for our patients.

Local Management Team

You'll arrange and chair the Local Management Team meetings, acting as the focal point to bring all the local stakeholders together and share support.

Suppliers

Like any role managing a site, you'll work with a range of existing and new suppliers, ensuring the best deals for Pilgrims.

'I am proud to work for Pilgrims Hospices. It's a wonderful cause and a worthwhile charity. When you go home you feel you have made a difference'



Job Description

Are you someone who enjoys making a real difference in people's lives while keeping things running smoothly behind the scenes? In this role you'll play a vital role in creating a safe, welcoming, and efficient environment that supports everyone at the Hospice – from patients and visitors to staff and volunteers.

This role is all about ensuring our spaces and services help people thrive. You'll oversee everything that keeps the Hospice functioning at its best, from health and safety, maintenance, and security to the design and upkeep of our beautiful interiors and gardens. You'll also play a key part in important areas like fire safety, water quality, waste recycling, and sustainability.

In this role, you'll lead a dedicated team of paid staff and volunteers to ensure the highest standards in cleanliness, safety, and comfort, all in line with Care Quality Commission (CQC) guidelines and best practices. Whether it's managing maintenance projects, collaborating with volunteers, or helping plan spaces that feel both functional and comforting, your work will have a positive, tangible impact every day.

If you're someone who loves problem-solving, takes pride in attention to detail, and enjoys leading a team to make a meaningful difference, this could be the perfect opportunity for you!

Key Tasks and Responsibilities

This is a broad role meaning no two days are the same. Responsibilities include:

Facilities and Service

- Oversee the delivery of on-site services, including issue resolution, maintenance planning, and quality control to ensure a safe and compliant environment.
- Manage non-patient Health & Safety, fire safety, and water safety compliance, including assessments, education, and coordination of safety measures and staff training.
- Lead site security efforts to ensure the safety of users, visitors, and staff, including incident management and contractor oversight.
- Optimise estate utilisation through effective space planning, equipment provision, and collaboration with IT for infrastructure support.
- Drive sustainability initiatives to reduce the site's carbon footprint, focusing on energy, waste management, and recycling.
- Maintain compliance and update local asset registers, petty cash management, and Health & Safety across hospice estates, including retail operations.

- Support crisis management efforts, including business continuity planning and testing.

Management and Leadership

- Provide leadership, direction, and support to the team, fostering collaboration and inclusivity while ensuring compliance with policies, standards, and safe systems of work.
- Act as the primary site contact for all queries and liaise with clinical, non-clinical, and retail teams to forge strong partnerships.
- Chair Local Management Team (LMT) meetings, represent the site at Senior Management Team meetings, and oversee regulatory responsibilities, including CQC inspections and compliance updates.
- Recruit, develop, and motivate facilities staff, ensuring induction, training, and performance management align with hospice objectives and policies.
- Lead and facilitate team and site-specific activities, including maintenance, gardening, domestic operations, surveys, and emergency response.

Volunteers

- Manage and support volunteers through recruitment, training, and recognition, ensuring alignment with HR practices and policies.
- Identify and develop roles for volunteers, leveraging their contributions to add value while fostering engagement and appreciation.
- Oversee volunteer events, forums, and presentations for recognition, ensuring volunteers feel valued and supported.

Budgets and Contracting

- Manage budgets, procurement processes, and supplier relationships to ensure value for money, cost savings, and improved service standards.
- Oversee contracts and preferred supplier agreements, ensuring compliance.

- Monitor building and equipment conditions, plan lifecycle improvements, and manage grant-related projects and reporting.

Audit and Improvement

- Conduct site inspections and audits of facilities, staff, and suppliers to ensure performance standards are met and statutory requirements are upheld.
- Develop and implement performance improvement plans for staff and contractors based on audits and ongoing evaluations.
- Report monthly to leadership on facilities issues, compliance, and performance metrics to drive continuous improvement.

'I've met some wonderful and kind people here; it is a lovely place to work and I have witnessed how much thought and respect is given to staff and volunteers alike with the 'Thank You' events and the 'Personal Best' programme to name a few'

Person Specification

This role requires a combination of practical expertise in facilities, site management or similar and exceptional people skills to keep our site operational and ensure the safety of everyone. We value transferable skills and are committed to providing training where needed because we understand that no-one ticks every box.

Application Criteria

To apply for this role, there are a few criteria you need to meet and show that you demonstrate in your supporting statement (advice is included on our supporting statement template). You can call on the number on the first page of this job pack if you're unsure

Essential	Desirable
Leadership Management experience ideally in a site or facilities environment	Certificate of IOSH or NEBOSH or willingness to study towards
Communication Ability to communicate effectively with and influence people at all levels	Certificate in General or Facilities Management, or willingness to study towards
Compliance Experience of ensuring compliance with role-specific regulations and standards (e.g. Health and Safety, Fire Safety etc.)	
Problem Solving An ability to identify challenges and find creative solutions	
IT Working knowledge of Microsoft Office and a willingness to learn new processes when needed	

Terms and Conditions

Role title	Facilities + Site Manager Ashford (internal name: Hospice Service Manager)
Contract	Permanent Full time (35 hours per week)
Salary	£39,173 per annum
Probation Period	6 months
Annual Leave	26 days + public holidays
Based	Hythe Road, Willesborough, TN24 0NE With occasional travel to our Canterbury and Thanet sister hospices to learn from and cover for colleagues
Pension	We operate a defined contribution group pension scheme and make an employers contribution equivalent of 6% of gross pay into this scheme alongside an employee contribution equivalent of 2% from pay. Or, if you are a member of the NHS Pension Scheme and have contributed in the 12 months prior to commencement of employment, you are eligible to continue contributing to the NHS Pension Scheme at the same rate you are currently.
Parental Leave	Pregnant employees who have worked for Pilgrims Hospices at least 12 months at the 15th week before the expected week of childbirth, will be entitled to: 8 wks' full pay, 18 wks of ½ plus Statutory and finally 13 wks at Statutory Maternity Pay only. *The 8 weeks of full pay is inclusive of SMP
Notice period after probation	2 months

---Final page of job description---

---Appendices on following pages---

Organisational Chart

