



**emmaus
Bolton**

**e
m
m
a
u
s**



Shops
Furniture
Electricals
Collectables
Music
Books
Café



**emma
Bolton
Gard
CE**

Recruitment Pack

> Administration Officer



Contents

Thank you for your interest in the role of Administration Officer at Emmaus Bolton.

This pack provides you with useful information about our organisation, the job vacancy and the application process. Please take the time to read this pack and our website to find out more about our charity, community and social enterprise.

emmaus.org.uk/bolton 

How Emmaus works	page 3
About Emmaus	page 4
Our Values	page 5
Emmaus UK Strategic Plan	page 6
Emmaus movement	page 7
Role overview	page 8
Person specification	page 11
Terms of employment	page 12
Application process	page 13
Safeguarding & use of data	page 14

How Emmaus works

Emmaus supports people who have experienced homelessness and social exclusion. We offer:



A stable home and a base to progress

Within Emmaus communities, everyone is provided with a furnished bedroom. It's a stable home from which people can build their confidence, skills and plans for the future. We ensure that all bills are covered, home essentials provided and fresh meals prepared each day. Each community includes shared living and dining areas where individuals can relax and socialise together.



A chance to gain skills and work experience

We offer the people we support opportunities to gain work experience within our social enterprises and communities. Many people find that participating in meaningful work brings focus, purpose and a sense of routine to their day. The opportunity to contribute to their community and become an active part of society plays an important role in restoring people's self-esteem.



A sense of belonging and community

Each Emmaus community is a supportive and welcoming environment where people can rediscover companionship and a sense of belonging. Our communities are places where each individual is given space and supported to rebuild, develop and thrive in their lives. We foster the sharing of life experiences and encourage peer support, helping everyone to grow together.



Emmaus has shown me nothing but kindness and acceptance. I don't know what I would have done if I wasn't here.



Jacob, companion at Emmaus Bolton



Emmaus overview

Emmaus Bolton is a homelessness charity with a difference. We don't just give people a bed for the night; we offer a home, work opportunities and a sense of belonging.

For many people who have experienced homelessness, losing self-esteem can be the most damaging part of the experience. Being on your own, with no support can be soul destroying, leaving you feeling worthless.

Finding your way out of that situation isn't easy, particularly when the only options available are temporary fixes, offering a bed for the night but little to occupy your days.

Emmaus is different because it provides a home for as long as someone needs it, in an Emmaus community. This gives people the opportunity to take stock of their lives, deal with any issues they might have, and often re-establish relationships with loved ones.

"Companion" is the name given to people who live and gain work experience in an Emmaus community and social enterprise, where people support themselves and one another.

There are currently 850 companions living in more than 30 Emmaus communities and groups across the UK.

Alongside a small staff team and volunteers, companions participate in every area of our social enterprise, directly contributing to our charity whilst gaining skills and valuable work experience. Since Emmaus Bolton opened in 2005, the charity has grown to support up to 22 companions at any one time.

Social enterprises at Emmaus Bolton, include Derby Barracks shop, which sells new and second-hand goods, an on-site furniture-making and upcycling workshop, a scrap store of recycled arts, a café, a charity garden centre and Lucie's Pantry, a food bank where people can choose meals.

Our mission

To work together to overcome homelessness and social exclusion while using our voice to achieve social change.

Our values

Respect

Value and respect every person, opposing injustice

Sharing

Be transparent and honest in all our dealings

Openness

Demonstrate solidarity and support for those in need

Solidarity

Create an environment of empowerment

Welcoming

Share and exchange resources, skills and learning



Emmaus UK federation strategic plan for 2022-2027

We will help more people by:

- Delivering a wider range of activities to address social exclusion.
- Creating more homes.
- Developing a range of employment and move on housing options
- Maximising the use of every.
- companion room.

We will work smarter by:

- Improving our processes and making better use of technology.
- Developing and growing our social enterprises.
- Actively seeking opportunities to improve our environmental impact.
- Investing in our people through training and development.

We will shout louder by:

- Helping people to better understand who we are and what we offer.
- Raising our profile within the sectors in which we operate.
- Campaigning and influencing to improve the lives of the people we support.
- Engaging more potential customers, supporters and companions.

Working together better by:

- Improving our governance systems to achieve better coordination.
- Developing effective methods for sharing learning and ideas.
- Creating stronger links with the international movement.
- Developing a contemporary and values driven culture.



I hope that we can repay what people do for us. We are so grateful for the support because without them we wouldn't be here.



Paul, companion at Emmaus Bolton



Emmaus movement

Emmaus Bolton is an independent local charity that is governed by a board of trustees who all live, work or are invested in the improvement of Bolton and its surrounding communities. Whilst our work is focused locally, we are also part of a much wider Emmaus movement.

We are proud and active members of the Emmaus UK federation, Emmaus Europe and Emmaus International. The roots of Emmaus stretch back to Paris in 1949 but since then, more than 420 Emmaus groups have been established in over 40 different countries around the world.

The first Emmaus in the UK opened in 1991 and as work began on acquiring a home at Emmaus Bolton began in 2000 there were ten communities. There are now 29 Emmaus communities in the UK with more than 850 companions living at communities stretching from Glasgow to Dover. No two Emmaus communities are the same – each has its own individual personality, providing a set of services that meet the needs of its local area.

Across the globe, all Emmaus groups have the same values whilst operating in very diverse social, economic and political contexts. All share the same goal: acting against the causes of poverty and being vehicles for social transformation through allowing the poorest to become actors in their own lives.

Emmaus Bolton actively contributes to the wider Emmaus movement in many different ways. Within the UK we have supported and mentored new Emmaus groups to help them get established. We have companion representatives who share their views and ideas at national and international Emmaus events. Companions and staff have also taken part in solidarity work camps to help Emmaus groups in other parts of Europe.

Find out more about the roots of Emmaus and how the movement has developed to serve people in need.

emmaus-international.org/en/ 



Administration Officer

Job description

The Administrative Officer is responsible for assisting matters relating to our general operations in a manner which embodies the Emmaus ethos.

We are looking for someone to help with our finance, volunteers and public relations, alongside other duties.

In line with our strategic priorities, the Administrative Officer will support us to help Emmaus Bolton work smarter and work together better.

Please read the person specification carefully before completing your covering letter.

Administration Officer

Job description

Location:	Emmaus Bolton
Accountable to:	Chief Executive Officer

Duties & responsibilities

When carrying out your duties the health and safety of everyone is your paramount responsibility. In all your planning, control, training and supervision you must ensure that safe working conditions are introduced and maintained.

General Administration

- Deal with telephone enquiries and providing assistance in response to general enquiries
- Deal with staff/companion and supplier queries and requests
- Manage the Community Diary
- Procure stationery, food and other supplies
- Prepare papers for meetings e.g. board meetings, subcommittees etc. including the preparation of agendas and minutes
- General office administration including: reviewing, creating and maintaining all administrative systems
- Assist with the structured admission of new companions including completion of housing benefit, national healthcare forms (HC1), registration with medical services, and support and development paperwork (SDS).
- Produce and distribute reports as necessary
- Other administrative support to the CEO and Community Manager as needed

Operations Management:

- Assist with the monitoring and recording of health & safety, fire and other regular community checks
- Assist with the administration and development of annual contracts including the management of external contractors, servicing partners and training partners
- Assist with the monitoring of community policy/procedures
- Assist and support in the development/review of new systems and processes to enable financial self-sufficiency

Duties & responsibilities

Finance

- Issue petty cash requests and process relevant receipts and vouchers
- Prepare companion allowance payments
- Ensure transactions are recorded on accountancy software (Xero)
- Record till receipts and sales records
- Assist with the preparation of reports

Volunteers

- Assist with the administration of the co-ordination of volunteers, including preparing volunteer paperwork, volunteer agreements, role descriptions, references etc.
- Support with the management of volunteers

Public Relations

- Receive and welcome visitors to the Community
- Assist in the production of publicity and promotional material
- Assist in the administration of fundraising or social events

Other Duties

- Attend and contribute to team meetings as and when required
- Perform any other reasonable tasks or duties

Direct Reports

- There are no direct reports for this post

General

Emmaus Bolton works with vulnerable people. Staff and volunteers must observe the proper demarcation and professional boundaries while performing their role.

The post holder must always act in a way which will maintain the good reputation of Emmaus Bolton, upholding the policies and procedures of Emmaus. The post holder will strive to preserve good working relationships with staff, volunteers, companions and the trustees, keeping the appropriate key personnel well informed of significant matters relating to the Community.

We expect you to carry out your job responsibilities in an environmentally aware manner. Our aim is to ensure all resources are utilised effectively and efficiently. You will be expected to apply sound 'value for money' principles in undertaking purchasing or supply of goods and services.

In Emmaus, volunteers are an important resource and make a vital contribution to Emmaus's aim to take action to help disadvantaged people. You will be expected to encourage, develop and support volunteer involvement in our work.

Administration Officer

Person specification

Essential	Desirable
Education / Professional Certification	
<ul style="list-style-type: none"> • Good general education to include maths and English GCSE or equivalent 	<ul style="list-style-type: none"> • Experience in a similar position
Skills	
<ul style="list-style-type: none"> • Effective written and verbal communication skills • Effective time management and organisational skills • Effective administrative skills • Record keeping and data management, with the ability to interpret data • Competent IT user including Microsoft Office Packages, internet and email • Microsoft Excel – ability to create spread sheets and graphs, creation of databases etc • Ability to remain calm under pressure • Good interpersonal skills • Good team player with ability to work on own initiative 	<ul style="list-style-type: none"> • Ability to monitor organisational policy/procedure
Experience	
<ul style="list-style-type: none"> • Ability to demonstrate excellent numerical and financial awareness • Experience in the use of computer based systems 	<ul style="list-style-type: none"> • Experience of supporting & assisting operational personnel • Experience of working in an organisation which works with vulnerable or disadvantaged people
Knowledge & Commitment	
<ul style="list-style-type: none"> • Awareness of the issues surrounding confidentiality and data protection • Awareness of professional boundaries 	<ul style="list-style-type: none"> • Knowledge and understanding of issues surrounding homelessness • Knowledge of health & safety legislation and organisational audits
Other	
<ul style="list-style-type: none"> • Accepting and promoting the values and ethos of Emmaus • The ability to relate to and work with a broad variety of people with a non-judgemental attitude • A commitment to on-going training and development • Awareness and acceptance of own limitations • Effective listener • Highly self motivated 	<ul style="list-style-type: none"> • Understanding of Emmaus • Commitment to environmental sustainability and social development • Ability to represent Emmaus Bolton externally



Administration Officer

Terms of employment

Salary:	£23,308
Hours of work:	37.5 hours per week
Contract:	Full-time, permanent
Pension:	An auto-enrolment pension arrangement is in place
Holidays:	25 days per year plus 8 bank holidays pro rata
Training and development:	Individually tailored induction, training and development
Employee Assistance:	24/7 employee assistance scheme is available
Probation:	Six months probationary period



Administration Officer

Application process

To apply for this role, please send a CV and covering letter referring to the person specification.

Please return this with a DBS and Equal Opportunities forms by email to Chief Executive Officer, Tony Stephenson, atonyms@emmausbolton.org.uk or by post to Emmaus Bolton, Derby Barracks, Fletcher St, Bolton BL3 6NF

Shortlisted candidates will be invited to interviews, which will include discussions with companions and other stakeholders.

If you would like to arrange an informal discussion about the role, please contact Tony at tonys@emmausbolton.org.uk.

The closing date for applications is Saturday 30 November 2024.

Safeguarding and Right of Work in the UK

The role will involve working with companions and in the community, therefore the successful applicant will need to have a Disclosure and Barring Service (DBS) check carried out. This is to check the criminal records and that the person is not barred from working with 'adults at risk'. Some companions can be classed as adults at risk. An adult at risk is anyone that has one or more of the following:

- Does not understand certain decisions or transactions
- Are unaware of their rights or how to complain
- Have communication difficulties
- Have limited life experiences
- Are socially isolated
- Have low self esteem
- Are dependent on others for their basic needs

The additional details form is needed to check any previous convictions. After interviews, the successful candidate will need to provide evidence of your right to work in the UK and complete a DBS check.

How we store and use your personal information

The application form will be separated from the Equal Opportunities form when received.

Your information will be stored in a password protected folder throughout the interview process. It will be stored for six months, to enable equality monitoring and also to enable us to contact you in the future should any other suitable posts become available. However, if at any time you wish us to delete your information, then please do not hesitate to contact us and it will be destroyed.

The application form only will be passed onto other members of the panel. But before it is passed on, the personal information will be removed from your form. This includes:

- Name
- Address
- Age

This is to protect your personal information, but also to enable us to shortlist without bias to help ensure we are as fair and equitable as possible to encourage a diverse workforce.