



Application Pack

Outfit Retail Assistant

(part time post, 3 days per week)

Contents

Introductory Letter	2
About Emmaus	3
The Emmaus Brighton & Hove Community	5
Job Description	6
Person Specification	8
Terms of Employment	10
Application Process	10
Safeguarding and Right of Work in the UK	11
How We Store and Use Your Personal Information	11
Job Application Form	12



Dear applicant

Emmaus Brighton & Hove is looking to recruit an experienced retail assistant to work in our exciting secondhand clothing store, Outfit@Emmaus. This business is one of seven social enterprises run by staff, Companions, and volunteers at Emmaus Brighton & Hove.

Outfit @emmaus is way more than a Secondhand clothing store. Alongside the vast array of clothing and accessories, vintage goods and designer labels on sale every day, we will be running our unique programme of talks, workshops and fashion shows in partnership with lovers of make do and mend, re-use, upcycling, and repurposing.

Our mission is to help raise awareness of ethical practice and sustainability in and around fashion and the clothing we buy and use on a daily basis, whilst saving tonnes of perfectly good textiles from going to landfill.

You will have a real enthusiasm for fashion, are knowledgeable about trends and able to demonstrate great customer service skills. Working alongside the manager, you will have the ability to generate substantial income from the sale of secondhand clothing and accessories and create a clothes shopping experience like no other in the charity sector.

This is a part time role and you will work 22.5 hours over 3 days per week. Saturdays are included.

To apply please send the completed Job Application Form, showing how you meet the person specification to Joel Lewis, Business Manager, by email to joel@emmausbrighton.co.uk or by post to Emmaus Brighton & Hove, Drove Road, Portslade, East Sussex, BN41 2PA.

The closing date for the applications is Monday 31 May 2021.

Kind regards

Joel Lewis
Business Manager
Emmaus Brighton & Hove

About Emmaus

Our vision: A world in which everyone has a home and a sense of belonging

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

For many people who have experienced homelessness, losing their self-esteem can be the most damaging part of their experience. Being on your own, with no support around you 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 those who live in an Emmaus Community and work in the social enterprise, where they support themselves and one another. There are currently 750 Companions living at 29 Emmaus Communities across the UK.

Rather than relying on benefits, Emmaus uses social enterprise to generate revenue that pays for Companions' home, food and upkeep, as well as providing a small weekly allowance. This is key to restoring feelings of self-worth, showing Companions that their actions make a real difference, both to their own life, and the lives of others.

How it works

Unlike a lot of provision for homeless people, Emmaus Communities offer a home for as long as someone needs it. This includes a room of their own, food, clothing and a small weekly allowance.

In return, we ask:

- That Companions work for 40 hours per week, or give as much time as they are able, in the Community's social enterprises;
- That they behave in a respectful way towards one another;
- That no alcohol or illegal drugs are used on the premises;
- That they sign off all benefits, with the exception of housing benefit.

Our impact

Emmaus doesn't only have a significant impact on the lives of people who have experienced homelessness and social exclusion, it also brings wider social and economic benefits.

Research carried out in 2012 found that for every £1 invested in an established Emmaus Community, £11 is generated in social, environmental and economic returns.



The benefits included:

- Keeping people out of hospital, and helping them to be safe and well, saved the Department of Health £1,478,506 for NHS and emergency service costs;
- Emmaus saved local government £2,447,612 which would have been spent on hostel accommodation, drug and alcohol services and landfill;
- Keeping people in work and out of prison saved the Ministry of Justice £778,435.

The report found that Emmaus Communities successfully provide a place for people in vulnerable housing situations to rebuild their lives by offering them meaningful work and support. Significant benefits were linked to substantial improvements in Companions' physical and mental health, including reductions in substance misuse.

The Emmaus UK federation strategic plan

The Emmaus UK federation has recently developed its 2015-2020 Strategic Plan, providing clear direction for where the federation should be by 2020. The plan's focus is on improving service provision to Companions, becoming financially robust and better known in the UK, and increasing the number of Companion places to meet the ever increasing demand.

By 2020 we will have:

- 1000 Companion places
- 100 opportunities for non-residential Companions
- Stronger social enterprises
- Structured support and training plans for all Companions
- Companions on all of our boards and committees
- More Companions moving into employment
- Started campaigning for change
- Better recognition for the fantastic work we do

Our vision is for a thriving, diverse and resilient Emmaus Community, making the most of our amazing asset that is our extensive site in the heart of Portslade Old Village and the passion and skills of the people that make it tick.

A Community that is home. A transformative place where Companionship for formerly homeless people is at the core of what we do – helping vulnerable individuals in crisis when they need it most, providing a home, work and the best life opportunities we can offer, for as long as they need.

A Community that is a destination. A much-talked-about place that attracts people from across the city and beyond to visit, browse, shop, eat and relax – with a reputation for the experience we offer our visitors, from customer service to great bargains, enjoyable events and a unique, positive environment within which Companions play a key role.

A Community that is a hub. A place within the local Community that welcomes all and shares a broad integrated offer with local residents, school, businesses, charities and volunteers – bringing the local community together to help people help themselves, perhaps establish a home, go to work, celebrate a birthday, learn something new or simply find a sense of belonging and build new relationships over a cuppa.

A place to stay, a place to feel safe, a place to get support, a place to visit, a place to grow, a place to connect, a place to contribute.

Outfit Retail Assistant Job Description

Job title:	Outfit Retail Assistant, Emmaus Brighton & Hove
Reports to:	Business Manager
Location:	Emmaus Brighton & Hove Drove Road. Portslade. East Sussex BN41 2PA

Overall Purpose of the Job

To assist the Outfit Retail Manager in maximising sales and profit. To assist with the supervision and development of Companions and volunteers and to provide an excellent standard of customer service.

Job Dimensions

- To work alongside a full time Retail Manager and Companions who are allocated to the Outfit store team during the business operating hours
- To work alongside volunteers who are allocated to the Outfit store team during business operating hours

Accountabilities

- To be pro-active in the generation of donated stock, managing stock collection efficiently and effectively in accordance with Emmaus guidelines
- To process donated stock to the agreed standards and timescales
- To maximise Gift Aid income from donated goods
- To ensure all cash handling, daily banking and security procedures are followed
- To minimise stock loss
- To ensure the appropriate standards of cleanliness are maintained throughout the retail area
- Ensure daily sales targets are achieved
- Operate within budget, so costs are minimised and sales maximised
- Monitor customer feedback to maintain excellent customer service
- Escalate problems to line manager when necessary
- Focus on what needs to be done, ensuring that tasks are organised by importance and delegated appropriately
- Understand own performance expectations and how that contributes to improving the business
- Ensure activities meet with and integrate with organisational requirements for quality management, health and safety, legal and statutory requirements, retail law, policies and general duty of care and professional boundaries
- Flexible and willing to carry out any reasonable duties needed to assist the Community and business operations, including holiday/sickness cover

- Understand and work in accordance with the principles of Emmaus International and uphold its values and ethos.

Special Requirements

- Emmaus Brighton & Hove runs its business operations 6 days a week Monday to Saturday. Days and hours of work will be agreed with your line manager as is appropriate to your role and responsibilities
- In conjunction with the Business Manager to help organise and attend workshops and events delivered in the chapel to further the awareness of the Outfit business
- To lead by example by demonstrating appropriate behaviours, values and culture
- To oversee and aid the lifting of heavy items safely
- To balance our charitable purpose with our social enterprise activities, a key challenge
- To support Solidarity activities undertaken by the Community
- To learn and engage with the Emmaus ethos as presented in the Universal Manifesto, embodied in the history and experience of all involved in Emmaus
- Emmaus works with homeless, vulnerably housed and unemployed people. Because of this, all employees are subject to enhanced DBS checks.

General

- To be flexible and willing to carry out any other reasonable duties as required
- To play a full role in the Emmaus Brighton & Hove Community fulfilling additional tasks as requested by the management team
- To understand and work in accordance with the principles of Emmaus International and uphold its values and ethos

Outfit Retail Assistant

Person Specification

Essential	Desirable
<p>Education:</p> <ul style="list-style-type: none"> • Educated to GCSE level or equivalent, with passes in English and maths 	<p>Education:</p>
<p>Skills:</p> <ul style="list-style-type: none"> • Ability to prioritise and organise workload • Ability to work under pressure • Understanding of trading standards and health and safety • Excellent customer service skills • Merchandising and sales skills • Awareness of professional boundaries • Effective time management and organisational skills • Effective communication skills - including written, verbal, listening skills • Ability to remain calm under extreme pressure • A positive customer services attitude • Able to supervise Companions and volunteers • Able to work as a team member • Ability to relate to and work with a variety of people • Ability to prioritise workload, balancing competing demands • Ability to delegate • Effective administration, organisation and time management • Competent use of social media including Depop, 	<p>Skills:</p> <ul style="list-style-type: none"> • Competent IT user including Microsoft Office Packages, internet and email • Public speaking or engagements
<p>Experience:</p> <ul style="list-style-type: none"> • Experience of retail and/or charity retail, experience of working within a customer focused environment • Experience of working in a team • Experience with cash handling and reconciliation • Customer service • Cash/till system management 	<p>Experience:</p> <ul style="list-style-type: none"> • Recycling or second-hand retail experience • Stock management • Working with vulnerable people or people with challenging behaviour • Working with volunteers

<ul style="list-style-type: none"> • Experience of complying with Health & Safety regulations 	
<p>Personal Characteristics:</p> <ul style="list-style-type: none"> • Self motivated and able to work on own initiative • Flexible and adaptable attitude to work • Willingness to undertake further training and/or learn new skills where appropriate • Awareness, understanding of and belief in equality • Respect of confidentiality issues • Effective team player • Able to welcome people into the Community with no prejudice • Empathetic and understanding of a wide range of needs and experiences • A belief in the potential of each individual and an understanding of the Community in helping an individual achieve their potential • Commitment to environmental sustainability and social development 	

Competencies

Able to:

- Listen to customers, Companions and colleagues so they feel their views and opinions are respected and acted upon
- Speak to people in a positive way, to make sure messages are easily understood and people are valued and respected
- Use appropriate body language to communicate with others
- Openly share knowledge and best practice with our teams in order to achieve business goals
- Maintain professional boundaries at all times
- Express any individual views, perspectives and personal beliefs so they do not cause offence to others
- Accept challenges and constructive criticism gracefully, with humility and emotional intelligence
- Support colleagues to challenge prejudice and discrimination confidently and constructively

Dealing with Challenges

- Look for solutions to problems and take ownership to ensure they are resolved
- Escalate appropriately when unable to resolve a problem
- Deal with complaints and problems effectively to make sure customers and Companions feel cared about
- Understand own performance expectations and how that contributes to improving the community and business
- Deal with conflict effectively
- Demonstrate integrity, accountability and transparency

Planning and Organisation

- Get the job done at the appropriate pace
- Prioritise tasks in order of importance and manage time effectively
- Take the initiative and not wait for things to happen
- Keep others informed regarding relevant progress
- Always work to the required standards

Leading Ourselves and Others

- Demonstrate warm, positive, enthusiastic behaviour with a can do attitude
 - Demonstrate resilience and persistence in striving to achieve great results
 - Strive to improve self by seeking feedback and acting on it
 - Share and exchange resources, skills and learning
 - Demonstrate solidarity and support for those in need
 - Take pride in everything you do
 - Deal effectively with multiple priorities
 - Gain support when needed
 - Maintain continued professional development
-

Terms and Conditions of Employment

- Salary – £9.10 per hour
- Working Hours – part time hours 22.5 hours over 3 days per week
- Annual Leave – for full time employees, 25 days per annum plus 8 bank holidays, pro rata for part time roles
- Pension – Stakeholder pension
- Training & Development – Individually tailored induction, training and development

To Apply

To apply please send the completed Job Application Form, showing how you meet the person specification and return to Joel Lewis, Business Manager, by email to joel@emmausbrighton.co.uk or by post to Emmaus Brighton & Hove, Drove Road, Portslade, East Sussex BN41 2PA.

The closing date for applications is Monday 31st May 2021.

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 right to work in the UK and complete a DBS check.

How We Store and Use Your Personal Information

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

- Name
- Address
- Age
- Marital Status

This is to protect your personal information, but also to enable us to shortlist 'blind', so that we are fair and equitable to encourage a diverse workforce.

Read our Privacy Statement for Employees and Potential Employees using the link below:

<http://www.emmausbrighton.co.uk/who-we-are/our-strategic-plan/privacy-statements>

Emmaus Brighton & Hove

Job Application Form



Address – Emmaus Brighton & Hove, Drove Road, Portslade, East Sussex, BN41 2PA

Tel – 01273 426 470 Email – contact@emmausbrighton.co.uk

Registered charity no - 1053354

Main website – www.emmausbrighton.co.uk

Please complete this form in black ink or type, and **return by email or post to Joel Lewis, Business Manager, at the above address or via joel@emmausbrighton.co.uk**. Please complete this form accurately, giving as many details as possible of your skills and experience relating to the job. Short-listing will be based on the information gathered from this form, read in conjunction with the person specification for the role.

<p>Please state where you saw this post advertised:</p>
--

Job Details

Title:	First name	Surname:

Address:	Email address:
	Home tel:
	Work tel:
	Mobile tel:

Are there any restrictions regarding your employment? E.g. Do you require a work permit?	Yes*/no
*If you answer yes, please provide details below	
How much notice are you required to give your current employer?	

Reasons for Applying

Please outline your reasons for applying for the post. (Please continue onto a separate sheet if necessary)

--

Education and Qualifications

Please list any qualifications you have gained or are about to gain (most recent first).

Date	Name of School / College / University / Training Body	Type of Qualification	Subject	Result

Training

Please list any training you have received, or courses you have attended that you feel are relevant to the post (most recent first).

Date	Details of Training Course

Past Employment Details

Please start with your most recent / current employment. Briefly describe the main duties and responsibilities.

Employer's Name & Address	Job Title	Brief Description of Duties	Date		Salary	Reasons for Leaving
			From	To		

Relevant Skills and Experience

Please provide information that shows **how you meet the person specification** and how your skills and experience support your application for the position. The person specification and job description relevant for this section can be found in the application pack. (Please continue onto a separate sheet if necessary)

Other Interests

Please give details of any vocational activities or voluntary commitments:

Referees

Any offer of employment is dependent on receipt of 2 satisfactory references. Please provide details of two referees who can comment on your suitability for this post. We would normally wish to see one reference from your present or most recent employer. References will only be taken up for the successful candidate.

Referee 1:

Referee 2:

Name:	Name:
Position:	Position:
In what capacity does this person know you:	In what capacity does this person know you:
Organisation:	Organisation:
Address:	Address:
Tel:	Tel:
Email:	Email:

Declaration and Signature

<p>I confirm that the information contained in this application form is accurate and correct.</p> <p>Signature _____ Date _____</p> <p>By signing and returning this application form you consent to Emmaus using and keeping information about you relating to your application or future employment. This information will be used solely for recruitment purposes, and will be retained on file for 6 months.</p> <p>In addition to this, Emmaus may wish to hold your details on file for consideration for any future vacancies that may arise. Please indicate if you wish to be considered for other posts which may arise within the next 6 months: <p style="text-align: center;">Yes/no</p> </p>
--

Thank you for completing this application form.
 Please forward this together with other associated forms to the address specified at the beginning of this form

